

# Frequently Asked Questions – Medical Record Request

Get answers to common questions about medical records in this comprehensive Q&A page.

## Location & Hours

Medical Record/Health Information Management Department is located at 845 Jackson Street, 1st Floor, San Francisco (inside the lobby). Monday through Friday from 9:00 AM to 4:00 PM; closed for lunch from 12:30 PM to 1:00 PM. Saturday is by appointment only.

## Requesting Medical Records

You will need a completed and government-issued photo ID. You may also need to bring your CCHP Insurance card, as well as any other relevant legal documents. Requesting your medical records is quick and easy. Follow these steps to request your medical records:

- Print out the authorization form.
- Fill out the authorization form.
- Sign the form.
- Submit the form by
  - Fax: 1-415-677-2448; or
  - Email: [medicalrecord@chasf.org](mailto:medicalrecord@chasf.org); or
  - Mail to: Chinese Hospital Medical Records/Health Information Management Dept, 845 Jackson Street San Francisco, CA 94133; or
  - Drop it off in person: 845 Jackson Street, 1st Floor, San Francisco, CA 94133.

The following provides a brief summary of the various parts of a medical record which may help to identify information to request: Discharge Summary, History & Physical, Operative Reports, Laboratory Reports, Radiology Reports, Consultations, Emergency Room Reports.

Patient medical records are confidential and shall not be released, nor the information contained therein disclosed, except in accordance with legal requirements and Chinese Hospital. Although the information contained within the medical record belongs to the patient, patient medical records are the property of Chinese Hospital. Patient medical records are maintained in accordance with legal, accrediting, and regulatory requirements.

In accordance to with the California Law, you may be charged for copies of medical records. No fee is assigned for medical records sent to other health care facilities or to law enforcement agencies. Fees start at \$0.25 per page. Copies of medical records are complimentary for CCHP members. In most cases, we are able to complete requests within 5 business days, but it may take up to 15 business days.

Only if he or she is your documented power of attorney over your health care matters, documented guardian, or executor of your estate. Otherwise, your

permission is needed for them to request and pick up your medical records. If you are unable to pick up your medical records personally, you should complete an authorization form allowing your spouse or designated representative to pick up your medical records. A deceased patient's records can be released if appropriate documentation is provided. This will generally include documentation naming the person with legal authority to release the records (for example, a copy of the patient's will, an advance directive, power of attorney, or court order) and a copy of the death certificate.

Adult medical records are kept for 10 years. Medical records of a patient who were 18 years or less at the time of treatment are kept for 25 years.

Yes, if you have received them at Chinese Hospital. If you have not or are unsure, please contact your physician or for your immunization records.

We do not maintain birth or death certificates at Chinese Hospital. These documents may be requested at the San Francisco Department of Public Health Office of Vital Records, located at 101 Grove Street, Room 10, San Francisco. For more information, you can call 1-415-554-2700. Visit their website at <https://www.sfdph.org/dph/comupg/records/vitalRec/>. Please contact HIM Department at 1-415-677-2460.

#### Billing and Other Questions

Please contact the Patient Accounting Department at 1-415-677-2317. Billing : 1-415-677-2317

Radiology reports/films: 1-415-677-2460

Laboratory reports: 1-415-677-2460

Pathology slides: 1-415-677-2420