



Medical Records Request Policy and Procedure

1. Purpose

HealthConnections (“HeC”) is committed to implementing formal measures to outline the policy and procedure to provide medical records when requested by a patient or patient’s personal representative. This policy has been drafted to ensure compliance with Federal and State regulations as applicable, including HIPAA, SAMHSA, The Cures Act, 10 NYCRR § 300.3(b)(1): SHIN-NY Privacy and Security Policy, among others. Please refer to these regulations to understand your rights as a patient.

2. Policy and Procedure

Step 1: Requesting the Form

The patient or personal representative can contact HealthConnections to obtain a *Patient Records Request* form through one of the following options:

- Download from HealthConnections website at https://healthconnections.org/wp-content/uploads/2021/11/Patient-Records-Request-Form-fillable_09_17_2021.pdf
- Contact HealthConnections Support via email at support@healthconnections.org
- Contact HealthConnections Support via phone at 315.671.2241 x5

Step 2: Completing the Form

The patient or personal representative can complete the form according to the options below and on the form. If a personal representative is signing the form on the patient’s behalf, proof of the relationship must be provided.

Options for completing the form:

- Complete the form at the patient’s provider office and office will send to HealthConnections (Only for requests by patient as the Provider is able to verify the patient’s identity)
- Complete the form with notarization and attach proof of relationship, if applicable.
- Visit a HealthConnections’ office with photo ID and proof of relationship, if applicable.
- Return the non-notarized form with a copy of government-issued ID and/or proof of relationship (if personal representative). HealthConnections will conduct patient identity verification.
- HealthConnections can conduct a video conference with the patient and/or personal representative with forms of ID and/or proof of relationship



Step 3: Submitting the Form

The patient or personal representative can submit the form through one of the following options:

- Send electronically via email to support@healthconnections.org
- Send hard copy through the United States Postal Service (USPS) to

HealthConnections
Privacy Officer
443 N Franklin St, Suite 001
Syracuse, NY 13204

Step 4: Processing the request

Report Content

Information included will be everything per USCDI Data Classes and Elements that HeC has, up to the prior 6-year period, with the exception of:

- Psychotherapy notes, which are the personal notes of a mental health care provider documenting or analyzing the contents of a counseling session, that are maintained separate from the rest of the patient's medical record.
- Certain records originating from OMH facilities (including but not limited to Psychiatric Inpatient units, Comprehensive Psychiatric Evaluation Program (CPEP) units, Psychiatric Centers), must be authorized for release by the treating provider. If that is the case, HealthConnections will redact those records and refer the patient to the original provider who can authorize and release those records. The patient will be provided with the facility name and phone number and/or email address for the relevant department responsible for handling such requests.
- Information compiled in reasonable anticipation of, or for use in, a civil, criminal, or administrative action or proceeding.
- Minor consented services data for minors under the age of 18 – if this data cannot be excluded, then none of the minor data shall be provided.

Step 5: Responding to the request

Report Response Time

- Within 10 business days, HealthConnections will either complete the report and send to the requested recipients or provide a reason why the information cannot be provided. Please note that for any reports sent through the USPS, the report will be postmarked within the 10 business days and does not account for USPS delivery times.
- If necessary, a 30-day extension may be required for any data that is archived and needs to be retrieved.



Report Format

The report is available in the following formats. An alternative format may be requested. HealthConnections will accommodate such requests unless they fall within an exception under the Cures Act.

- Electronic file
 - Adobe PDF
 - XML
- Paper copy

Report Delivery

The report can be delivered in the following ways. An alternative delivery method may be requested. HealthConnections will accommodate such requests unless they fall within an exception under the Cures Act.

- United States Postal Service (USPS)
- In person – pick up at a HealthConnections' office
- USB Flash Drive- sent via USPS or pick up at a HealthConnections' office
- Email (will be encrypted unless otherwise agreed to and documented)

Report Fees

HealthConnections does not charge any fees at this time for requests in paper, Adobe PDF, and XML formats but reserves the right to impose fees for more than one request within a 12-month period. Requests for other formats may be charged a fee to cover HealthConnections' reasonable costs. Before imposing any fees, HealthConnections will first inform the patient of the fee and provide the patient an opportunity to withdraw or modify the request in order to avoid or reduce the fee.