

## Frequently Asked Questions for Medical Records



<p>Can someone from <b>Medical Records</b> discuss lab, radiology, sleep study, cardiac or any other clinical results with me <b>over the phone</b>?</p>	<p>No.</p>
<p>I want a copy of my radiology (X-Ray, CT, MRI, Ultrasound or PET Scan) <b>image</b> or <b>image and report</b>.</p>	<p>You will need to submit a signed authorization form and present <b>photo identification</b>. For more information, please contact <b>Radiology at (541) 269-8090</b>.</p>
<p>Can I request the medical records of my <b>spouse, parent, child, other relative, friend or anyone else</b>?</p> <p><b>Due to COVID-19 restrictions, the Medical Records Department is closed. Records will be mailed to you.</b></p>	<p>If the patient is 15 years of age or older and authorizes you <b>on the authorization form</b>, we can release the records to you. If the patient is 15 years of age or older and is mentally incompetent or incapacitated, you will need to present one of the following:</p> <ul style="list-style-type: none"> <li>• <b>durable power of attorney</b> (Please contact an attorney of your choice for a durable POA. If you have a power of attorney, is your power of attorney <b>financial</b> or <b>medical</b>? If there is no allowance for <b>medical decisions</b> we cannot release medical records to you. A power of attorney is only valid while the patient is alive.)</li> <li>• <b>advance directive</b> (You can download an advance directive online, receive one from BAH in person or on our website. An advance directive is only valid while the patient is alive.)</li> <li>• <b>guardianship form</b> (You must petition the court for this document).</li> </ul> <p>If the patient is <b>deceased</b>, records are released <b>to next of kin indicated on the death certificate</b>. Without a death certificate, records are released in the following order (1) Spouse (2) Child (3) Parent (4) Sibling. Supporting documents such a birth certificate may be needed. Records can also be released to an executor or administrator of the estate.</p>
<p>I am <b>currently</b> in the hospital and would like a copy of my <b>current</b> visit before I leave.</p>	<p>Please note it is unlikely your chart will be completed at time of your discharge. Why? There may be pending results and or other documentation your physician may need in order to complete your chart. After you are discharged from the hospital, physicians have <b>up to 30 days</b> to complete your chart. Under the rare circumstance your physician needs you to have a copy of your medical records before you leave, he or she will order your nurse to provide you with a copy of the needed document(s) before you are discharged.</p>
<p><b>My physician</b> needs a copy of my records.</p>	<p>For continuation of care, your provider can simply fax a request for your records to BAH Medical Records Dept. <b>(541) 269-5787</b>.</p>
<p><b>My employer, school or other non-healthcare organization</b> needs my records.</p>	<p>Submit <b>in person, by mail, fax or email</b> (<a href="mailto:medicalrecordsroi@bayareahospital.org">medicalrecordsroi@bayareahospital.org</a>) a signed authorization form to BAH Medical Records along with your <b>photo identification</b>. Please include the organization's name, address, phone and fax number.</p>
<p><b>My insurance company</b> needs a copy of my medical records.</p>	<p>Have your insurance company request records or submit a signed authorization with your insurance company's contact information. <b>BAH Medical Records fax (541) 269-5787</b></p>

<p>A <b>Law Enforcement Agency</b> needs a copy of my records.</p>	<p>Please complete an authorization form. Along with the name of the agency, please write the <b>name of the person</b> in the agency in need your records.</p>
<p>My <b>attorney</b> needs a copy of my records.</p>	<p>You can either complete an authorization form from your attorney or complete a BAH authorization form.</p>
<p><b>I am an outpatient and my physician</b> requested that I have a lab, pathology, radiology, sleep study and or cardiac test done at BAH. Were the <b>results</b> sent to my provider’s office?</p>	<p>When your physician requests services from BAH Lab, Pathology, Radiology, Respiratory (sleep study) and or Prefontaine Clinic, the department receives the order from your physician, schedules your appointment and sends the results to back to the requesting physician. Please check with the department(s) to confirm whether or not your results were sent to your physician. If another provider needs your results, please have that physician fax a request for records to BAH Medical Records at (541) 269-5787.</p>
<p>I <b>only</b> want my medical records from the <b>Cancer Center</b>.</p>	<p>You will need to submit a signed authorization form and present photo identification. For more information, please contact the <b>Cancer Center at (541) 269-4160</b>.</p>
<p>I <b>only</b> want my medical records from the <b>Prefontaine Clinic</b>.</p>	<p>You will need to submit a signed authorization form and present photo identification. For more information, please contact the <b>Prefontaine Clinic at (541) 266-4650</b> and specify that you would like your <b>Prefontaine Clinic</b> medical record.</p>
<p>I am a current or former employee of BAH and I would like a copy of my <b>employee health records</b>.</p>	<p>Please Contact <b>BAH Employee Health at (541) 269 8408</b>.</p>
<p>I need <b>Bay Clinic</b> medical records.</p>	<p>Please contact <b>Bay Clinic at (541) 269-0333</b>.</p>
<p>I need <b>North Bend Medical Center</b> medical records.</p>	<p>Please contact <b>North Bend Medical Center at (541) 267-5151</b></p>
<p>My physician has an office <b>outside of Bay Area Hospital</b> and I need those records.</p>	<p>Please contact that physician’s office.</p>
<p>I need a record of all my <b>vaccinations</b>.</p>	<ul style="list-style-type: none"> <li>• <b>Contact your Primary Care Physician.</b> Your provider may give you a copy from his or her records or from the state immunization information system.</li> <li>• <b>Contact the most recent school you've attended.</b> Public and charter schools are required to keep immunization records on file for three years or until a former student turns 21, whichever is longer. Private schools are required to keep immunization records for one year.</li> <li>• <b>Contact your parent or guardian.</b> If you need a record of the vaccines you received as a small child, your parent or guardian may have a copy of your childhood record.</li> <li>• <b>Contact Oregon Health Authority.</b> You may request a copy of your record from the state immunization information system (ALERT IIS). (971) 673-0300.</li> </ul>

I need a physician to <b>complete a form</b> for <b>insurance, disability</b> or for other purposes.	Please contact <b>your physician</b> .
I was seen in <b>the Emergency Department</b> and I need the ED physician to complete a disability form.	<b>ED physicians do not complete disability forms.</b> Please contact your primary care physician.
I have a <b>billing</b> question.	Please contact the <b>Business Office</b> at (541) 269-8131.
I <b>do not agree</b> with the <b>medical</b> information in my medical record. /The <b>medical</b> information in my chart is <b>incorrect</b> .	You will need to complete a <b>Health Record Correction and Amendment Form</b> , return it to Medical Records and present <b>photo identification</b> .
My <b>name, address, phone number</b> or other demographic information has <b>changed</b> or is <b>incorrect</b> .	Please call (541) 269-8111 and ask for <b>Patient Registration</b> .
I need a <b>birth/death</b> certificate.	BAH does not issue birth or death certificates. Please contact the <b>Oregon Vital Records at 1(888) 896-4988</b> or visit the website <b>www.vitalchek.com</b>
I need <b>proof of birth</b> for housing, enrollment for school or other purposes.  <b>Due to COVID-19 restrictions, the Medical Records Department is closed. Records will be mailed to you.</b>	If you are the patient, parent or legal guardian please <b>complete an authorization form, return it to Medical Records</b> and <b>present your photo I.D.</b> You can pick up your proof of birth from the Medical Records Department. Also, The Lighthouse School, Eastside, Hillcrest, Madison, North Bay Elementary Schools and the North Bend Housing Authority all have a specified authorization form on location.
I need a <b>return to work/school</b> form.	Please contact <b>your physician</b> .
I <b>lost</b> my <b>prescription</b> or need a <b>refill</b> .	Please contact <b>your physician</b> .
I do not understand the <b>instructions</b> my <b>physician</b> gave me. Can you <b>explain</b> what was instructed to me?	Please contact <b>your physician</b> .
I do not have photo I.D.	If we have your photo identification on file, we can use it only if you request your record in person.
I <b>lost</b> my <b>photo identification</b> can you print me a copy of it?	<b>No.</b>
I am <b>not satisfied with service</b> I received.	Please contact the <b>Manager of the department</b> . If there is no resolution, contact Bay Area Hospital Administration at (541) 269-8111.
I need a <b>referral</b> .	The Medical Records Department does not make referrals. Please <b>contact your physician's office</b> .
I need to <b>schedule/cancel a medical appointment</b> .	The Medical Records Department does not schedule medical appointments. Please <b>contact the physician's office</b> or the <b>department</b> rendering the requested service.
I need <b>social services</b> .	Please contact <b>BAH Case Management at (541) 269-8400</b> .
I need to <b>verify employment</b> .	Please contact <b>BAH Human Resources at (541) 269-8077</b> .