

To obtain your medical record

Ensuring patient confidentiality at AFOC is a top concern. To learn more about this, read about our terms and privacy

If you are a patient of AFOC, you can print the Authorization to Release Medical Information form (Adobe PDF format), complete it and sign, then fax or mail to the address listed on the form to obtain a copy of your medical record.

If you have any questions about your medical record, how to obtain it or your rights, please read the following frequently asked questions.

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What is a medical record?

It is a record of the information generated during the course of a patient's treatment at AFOC. It includes a variety of information in a variety of formats (written, electronic, X-ray film, etc.), including personal, financial, social, and medical information. Your medical record serves as a basis for planning your care and treatment, a means of communication for the healthcare professionals contributing to your care, legal documentation describing the care you received, verification of services and treatment covered by your insurance, and basic data for health research and education.

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Are medical records confidential?

The information found in medical records is confidential. Patients confide in their physicians because they are assured of this confidentiality and might not share the necessary personal information if this privilege did not exist. Healthcare workers are mandated by law and by professional standards to protect patient confidentiality. There are also state and federal laws to protect information related to specific diagnoses such as psychiatric/psychological, treatment of substance abuse (drugs and alcohol), and AIDS/HIV.

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How can I obtain a copy of my medical record?

You can request the copy from AFOC by downloading our AFOC medical records request form (Adobe PDF format) and faxing or mailing it using the information on the form. Forms are also available in our office. Your request must include the following: patient's name and date of birth or social security number; patient's daytime telephone number; name, address, and telephone number where the records are to be sent; purpose of the request; specific items or dates of service needed; any restrictions on the request; date of the request; and the signature of the patient or, if the patient is a child, the parent or guardian. If you are also requesting copies of X-Rays, please note that on the form as well.

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Is there a charge for copies of my medical record?

For our patients, AFOC gives the first copy free of charge. If the patient requests and additional copy later there is a charge of \$25.00. If someone other than the patient is requesting copies of the medical records (i.e. attorney, third party) there is a copy charge of \$60.00 for the 1 ½ inches, \$80.00 for over 1 ½ inches and \$100.00 for a chart that's over 2 inches thick. The copying fee is waived for copies provided directly to a health care provider for continuing medical care.

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What all gets copied in my chart?

When a request is made, the chart is pulled and any medical information in the chart that was generated by our office is copied. We do not make copies of non AFOC medical

records. If you brought in medical record copies from another doctor office, those records will need to be obtained from that physician. We are legally only allowed to release records from our office that were generated by our physicians. The exception to this rule is hospital records for surgery performed by our physicians.

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How long does it take to get copies of my medical record?

It depends on the availability of the record. However, most requests are filled within five to seven days.

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Can I see my medical record from the Internet?

No, at this time AFOC medical records are not available on the Internet.

Can you fax the records to me?

We do not fax medical records except in an emergency to another healthcare provider.

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Can I review my medical record in person?

You may review your medical record by appointment only. You may be charged a fee for this.

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Who owns the medical record?

Your record is the physical property of AFOC. However, the patient him/herself controls the release of the information contained in the record. This is done by filling out one of our AFOC medical request forms.

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Is a consent for release of information "good" forever?

A consent is defined by the patient but usually never more than six months old. Patients can have consents that are good for one time only if they wish.

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Who can access my medical record?

In general, you must give permission for anyone, other than a member of your health care team, to have access to your medical record. By law, your records may be disclosed without your permission under certain circumstances such as in response to a subpoena or court order, to certain government and regulatory bodies, to someone who holds your power of attorney, to someone you have designated as your health care surrogate, and, in an emergency, to another healthcare provider.

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Does AFOC have computerized medical records?

Not at this time. AFOC has been researching current electronic medical record packages but hasn't found one that meets our needs.

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What can I do if I suspect that someone is looking at my medical record without my permission?

You should report this to your healthcare provider.

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My son is a 19-year old college student. My insurance pays his hospital bills and I claim him as a dependent on my income tax. Why can't I see his medical records?

By law, only the adult (age 18 or older) patient or a legally designated representative has the authority to release the information contained in a medical record about him/herself, regardless of who is paying the bills. Legally designated representatives include court appointed guardians or others with power of attorney for the patient. For children under age 18, only a parent or court appointed guardian may authorize release of medical information.

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My mother died last year. Can I request a copy of her medical records?

The next of kin or personal representative of the estate may request those records. It may be necessary to verify that the patient has actually died and the identity of the next of kin.

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How long will you keep my medical record?

AFOC retains medical records for up to 10 years but most records are retained longer. We keep AFOC x-rays on file for seven years.

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My husband and I are divorced. Can we both have access to our children's medical records?

Yes, unless parental rights have been severed by the court.

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How can I contact a AFOC HealthCare medical records customer service representative?

You may contact our office by calling (907)563-3145 and ask to speak with our medical records department. You may also send questions to:

**AFOC
3260 Providence Drive, Suite 200
Anchorage, AK 99508**