

**FREQUENTLY ASKED QUESTIONS – RELEASE OF INFORMATION  
HOW TO OBTAIN COPIES OF MY MEDICAL RECORDS?**

| Question  | Response   |
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| How do I obtain copies of my medical records?                                 | Patients or their representatives complete and submit an Authorization to Release Protected Health Information (PHI).  |
| Where is the form?  | The authorization form should be completed using the MyChart portal or through the vendor portal. <i>This is the preferred method. Note:</i> You will need 2 forms of picture identification available to scan into the portal when using the Verisma portal.  |
| What if I do not have a MyChart account?                                      | The hospital can assist you with creating this account.  |
| Can I still do the paper form?  | As a last option the paper form can be submitted. You will need to be sure to legibly complete each field on the form.<br><br>The form is available on the NYP website at <a href="http://www.nyp.org/HIM">www.nyp.org/HIM</a> in English, Spanish and Chinese   |
| Where do I send the completed form if in paper?                               | On the NYP website is a listing of all addresses and contact numbers to call regarding copies of medical records from each location of NYP.  |
| How will I receive copies of my medical records?                              | On the Authorization form you will select your preferred method of receiving the information such as CD/DVD, electronically to the portal, etc.<br><br>For ongoing care, we recommend having the information uploaded to MyChart so the information is available when you need it.   |
| What information is available on MyChart (formerly myNYP.org)?                | Currently:<br>Cardiology Reports (EKG, Echocardiogram)<br>Discharge/Visit Reports: Discharge Instructions, Discharge Medications, Discharge Summary<br>Lab Tests (excluding HIV, STD, STI, Microbiology)<br>Radiology Reports (CT Scan, MRI, Ultrasound, Nuclear Medicine, X-Ray)<br>Operative Reports<br>Other Reports (Care Plan, Care Team, Immunizations, Medication Allergies, Medications, Problems, Procedure Codes, Smoking Status, Vital Signs) |
| Are there any exceptions to having information sent to MyChart or the portal? | Yes. At this time, Behavioral Health information is not available on the portal.   |

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| Can parents request copies of the medical record for their minor child?                                    | <p>Parents for patients under the age of 12 may request the medical records for their child.</p> <p>Parents of minors between the age of 12 and 18 must have the minor child sign the Authorization Form.</p> <p><b>Exception:</b> if for ongoing medical care/treatment the parents of adolescents may sign the authorization for medical records to be sent directly to the next provider.</p> |
| How do I get copies of the medical records for family member who has expired?                              | The Authorization must be signed by the next of kin per the hierarchy for the executor of the estate or distributee.   |
| How do I get copies of my radiology films and pathology slides?  | The additional information/contact sheet on the website provides the contact information for these items.  |
| How do I get copies of my medical records from the physician offices?                                      | Using the same Authorization form, send the form to the mailing address on the Additional Information Sheet for the Physician Practices.   |
| Is there a number I can call if I need help with completing the form or to check on a request I submitted? | Yes. For NYP Hospital records you may call 646-NYP-4ROI (646-697-4764). This number is available Monday through Friday from 8am to 6pm.  |