



Release of Medical Records Policy

Purpose: The purpose of this policy is to protect the medical information of Tapestry clients and release only the approved medical record contents.

Scope: This policy applies to all Tapestry sites.

Policy: A client is entitled under Massachusetts law to inspect and obtain a copy of his/her medical record and has a right to a listing of all releases of their medical information. An accounting of releases must be provided to the client upon request.

Records Requests

On receipt of a request to release records, follow clinic procedures for internal management of medical record releases.

- Verify that the release meets all HIPAA and Massachusetts requirements for release of client information. If the requirements have not been met, notify the requesting individual/organization.
- Determine if the client's authorization includes sensitive or restricted information (HIV testing, mental health and substance abuse). If not specifically covered by the authorization, be sure to exclude this information from the documents copied and released.
- An Authorization for Release of Medical Records form will be completed if the client asks to view or obtain a copy of the PHI in his/her medical record. The authorization will be scanned into the client's electronic record.
- An Authorization for Release of Medical Records will be completed if copies of the medical record are requested to be sent to another health care provider or agency. The authorization will be scanned into the client's electronic record.
- For release of HIV status, the client must complete the authorization for release of HIV Status Information form.

Records Copy Production

- Copy the paper chart or print from the electronic record all documents that were created by the clinical site and/or received by the practice.
- Do not include notes, test results or other treatments performed when the client was treated at other facilities.

Record Release and Follow-Up

- Verify all pages copied belong to the client's record being released and are covered by the authorization received.



- Medical record copies may be picked up by an individual other than the owner of the records if said person has been listed on the authorization for release. Persons picking up medical records will provide picture identification.
- Prepare an envelope for mailing to the indicated recipient and/or for pick up in the office.