

Medical Records Release of Information



The information provided is intended as an educational document for the consumer. There may be certain circumstances, laws and regulations that may limit or restrict releasing the patient's medical records.

Patients Have the Right to their Medical Records

By Florida Law (Florida Statute 395.025), patients have a right to a copy of their medical records. The original medical record is owned by Jupiter Medical Center, but patients have access for viewing or obtaining copies with proper HIPAA compliant authorization or direct access through the patient portal <https://www.jupitermed.com/myjupitermed>.

Accessing the Release of Information Form And Location

The Health Information Management department is located off site from the hospital location at 2055 Military Trail, Suite 101A, Jupiter, FL 33458, Phone 561-263-7417

Patients can access this brochure and the Release of Information on the Jupiter Medical Center website, [jupitermed.com/medical records](http://jupitermed.com/medical-records). Patients can sign up for a patient portal during registration or at any time by contacting the Health Information Management department.

Patients can submit the completed and signed Release of Information form via fax 561-263-7416, or email to patient.portal@jupitermed.com, or bring to the Health Information Management department.

Medical Record Copies

Patients must provide a completed and signed Release of Information form and proof of ID (i.e. driver's license) at the time of receiving the records. In order for a spouse or significant other to pick up the records, it is still required to have the patient's signature and it must specify who the patient has designated to pick up the records. Only the designated person on the request form will be authorized to pick up the records. Medical records can also be mailed or picked up. Please note, Jupiter Medical Center will NOT fax patient records.

The Release of Information Form Must Include:

- Name of the patient whose Protected Health Information is to be disclosed.
- Name of person(s) whom the information is being disclosed to (i.e. hospital, doctor, insurance company, etc.).
- Reason patient is requesting information (i.e. continued medical care, personal use, legal, etc.).
- Signature of patient or individual authorized to receive the Release of Information and date form was completed.
- Authorization is only valid for each authorization form completed. If the patient comes back at a later date for records, a new authorization form must be completed.

An Authorization Becomes Invalid If:

- Hospital/facility is aware expiration date has passed.
- Information on the release form is incomplete.
- Any one of the above core elements has been omitted.
- The authorization is known to have been previously revoked.
- Hospital/facility knows information in core elements to be false.

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Providing Medical Records to Physicians

If the physician orders clinical tests, the results will be sent automatically. If the patient was hospitalized, and later sent to a specialist, the patient should obtain copies of their medical records if advised by physician.

Each scenario may differ. Patients should contact their provider regarding specific medical records.

Patients Unable to Sign

If the patient is incompetent, a copy of the Power of Attorney must accompany the signed release form. The patient's legal representative can sign for the patient, with the required documents. If the patient is a minor, (anyone under the age of 18) the parent can sign for the records.

If the patient is deceased, the Health Information Management department must have a copy of the Letters of Administration stating the name of the individual in charge of the estate and/or a death certificate with you listed as next of kin.

For additional inquires or any other circumstances, please call 561-263-7417.

Cost for Obtaining Medical Records

There is a charge to copy records for the patient's personal use or for legal and insurance requests. According to Florida Statute 395.3025, Jupiter Medical Center can charge up to \$1.00 per page and postage if mailed.

Imaging Films

If a physician requests images and results for the appointment, please allow 24 hours notice. Refer to the website, [jupitermed.com/medical records](http://jupitermed.com/medicalrecords), for detailed information and the required Imaging Release of Information form. Imaging films on CD/DVD can be picked up in the Health Information Management department or the Imaging department.

For any questions regarding imaging, please call 561-263-5705.

Information Needed from Medical Records

In most cases, the patient care provider does not require the patient's entire medical record. Patient care providers want clinical documents that include the discharge summary, history and physical, consultation reports, operative reports, radiology reports, EKG reports, and lab results.

This collection of medical information is called a medical abstract. The medical abstract is the most commonly requested information by care providers. The patient's care provider can advise what information is needed.

Please note, on the Release of Information Request, patients will be asked to document what specific parts of the medical records are needed. The Health Information Management department can educate patients on the different types of requests, but cannot recommend the specific documents needed. It is the patient's responsibility to contact the care provider/requestor for the types of records needed.

Releasing Sensitive Information

Patients with sensitive information must initial the release of information form to confirm the sensitive information can be released. Sensitive information includes alcohol, drug and psychiatric information. If this information is not completed, it may delay processing the record.

Receiving Medical Records

The Health Information Management department strives to provide excellent customer service, there are circumstances that might delay processing outside of the standard 7-10 day turn around time. We will make every effort to keep you informed. For more information, please call 561-263-7417.



Medical Records

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561-263-7417 • Fax 561-263-7416

Visit jupitermed.com/medicalrecords or call 561-263-7417 for more information.