

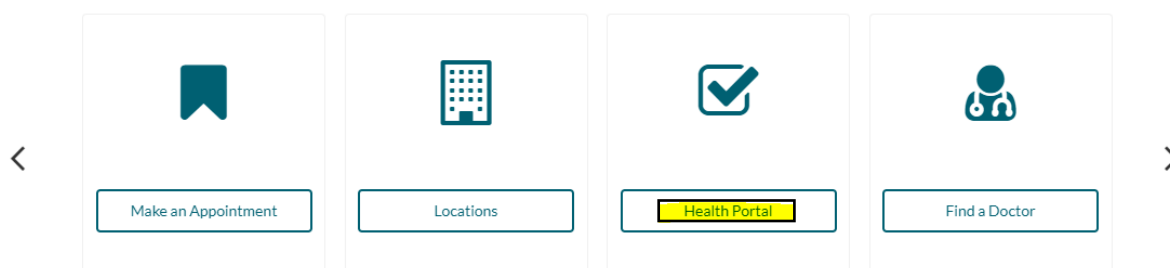
How to Obtain Records

For personal use:

The 'Healow' app is available for download to smart phone or smart devices for quick access to some health information.

Full access to personal health information is available via the Patient Portal.

Find both options via the Health Portal link on the CollegeParkFamilyCare.com website.



If the electronic access versions are not an option, a printed copy of the visit summary and any lab or test results available is an alternative. Please ask the care team for a printed visit summary. Ensuring you have a full plan of care to follow until your follow up appointment. Immunization records are also available if asked for. Please keep the copies for future reference and distribution to other providers of care or proof of immunization as needed. Avoiding copy and processing fees in the future.

Referral of care use:

As a Patient Centered Medical Home, College Park providers are the first point of contact for referrals to specialty or additional treatment and care. When the care team determines the next step of care is to proceed on to a specialist or treatment facility, an electronic referral or order is placed. Office staff forward the referral or order, along with records pertaining to the medical condition to the specialty provider free of any copy or processing fees. **There is no need to complete a Release of Information form when being referred to a specialist or treating facility thru a College Park provider.**

Continuity of care use:

At times, a patient will make specialty appointments prior to consulting their Primary Provider. This is called as a "Continuity of Care" release. Normally In this case, the specialty office will contact our medical records department, asking for specific records from your chart. The medical records staff check to make sure the request is valid. They release only records pertaining to the specialists focus and 'need to know'. **There is no need to complete a Release of Information form in this case, unless the specialist states they will not reach out to the Primary Care office for records.** If this is the case, ask the specialty office the exact type of records needed, specify on the Release of Information form instead of a vast array of records to keep any copy and processing fees to a minimum.

If both parties submit a request, College Park will fulfill the request submitted by the specialist office to avoid copy and processing fees to the patient.

Transfer of care use:

Upon movement of healthcare management to another provider, the completion of a Release of Information form is required (page 3). Indicate this on the Release of Information form by checking the “Transfer of Care-Leaving Practice” area. Sometimes the new provider does not need all of the previous records, so for this reason it is advised to check with the new care team to see what, if any records are needed. The records team will process the request as indicated as well as remove the patient from the active patient database to stop health maintenance reminders in the future.

Litigation, Insurance, Disability/SSI, or Work Comp use:

In most cases, records required for any of the above purposes are gathered via third party records agencies or by the legal representative team. The party needing records will ask the patient or patient representative to sign documents authorizing them to request records. In turn, they submit a release of information to College Park specifying exactly what to release. The records staff verifies the release is complete and fully executed and processes as directed. If there are any concerns as to the validity of the request, the staff will contact the patient or guardian for verification. There is no need to complete a separate College Park Release of Information form. Records staff are required to sign an affidavit that the records submitted to fulfill the request are complete and untampered with. So usually, any copies supplied by the patient are denied.

Family Medical Leave Act (FMLA) or Short Term Disability use:

See publications “Specialty Office Form Fee Guidelines” or “FMLA-Disability Form Completion” on the College Park website.

X-ray and Imaging reports and image copies:

See the Imaging or Xray Release form on the College Park website.

Billing payment records or ledgers without record copies:

Call the College Park Billing office at 913-469-0503. Or fax written request to 913-469-5267. There is no need to complete a Release of Information Form for billing reports.

