



TO: CLIENTS, PARENTS AND LEGAL GUARDIANS

REGARDING: PROCEDURE FOR REQUEST FOR RECORDS

You have a right to inspect and obtain a copy of the client's medical record or billing record as specified by Georgia and Federal law and regulations. For children and adolescents, authorization shall be made by a legal guardian.

HIPAA, a federal regulation, mandates a controlled process for requests for an entire record by releasing only the medical records necessary for the given purpose.

To inspect and receive copies of the medical or billing records, please know you must:

1. Submit your request in writing using the Hillside Authorization for Release of Treatment Information/Medical Records form. Email requests are required to complete the form also.
2. Submit your request to Hillside Health Information Management (Medical Record) Department. For Billing records submit your request to Hillside Finance Department.
3. When you request a copy of medical records there may be fees for provision of the information requested. However, records requested for treatment purposes may be provided at no charge directly to the client's healthcare provider.

Hillside requests that the fees are paid by money order, credit card, or cash prior to/or at the time of receiving the records. You will receive an estimate of fees to be charged.

4. Hillside may deny your request to inspect or copy records in certain limited circumstances. You may request that the denial be reviewed.
5. Hillside does not release medical record information obtained from third parties.
6. Hillside will work with you to process requests for medical record information as soon as possible. Based on HIM Department request volumes, a same day request for medical records may not be possible. There is an approximate 14 day preparation period for medical record requests.
7. You may revoke/withdraw your authorization by giving written notice to the Health Information Management (Medical Record) Department. Please understand that the withdrawal will not apply to information that has already been released in response to a previously completed authorization.

Hillside shall not require an individual to waive their rights to clinical information as a condition of treatment, payment or eligibility for benefits.

Thank you,
Health Information Management Department
Office: 404-875-4551, ext. 295, 323
Fax: 404-564-0667