

FREQUENTLY ASKED QUESTIONS:

Q: How do I get a copy of my medical records?

A: Once your written authorization is submitted and processed your records will be sent to any designated individual or institution.

Q: How can I reach Medical Records?

A: Medical Records a.k.a. Health Information Management's phone number is 208-782-3975
Fax: 208-782-2952 Email roi@binghammemorial.org

Q: How long does it take to process my request?

A: Requests are processed in the order received and at certain times of the year waiting times can take up to 30 days.

Q: Is there a cost?

A: Yes, paper copies are 25 cents a page, USB's are 10.00\$, Email and downloadable links are free.

Questions regarding requests:

Q: Can I send someone in to get my records?

A: Not unless you have signed an authorization for them to do so along with a valid photo ID.

Q: Can I request my records over the phone to be sent to me?

A: Not unless you have a valid authorization on file.

Q: Can my spouse access my records?

A: Not unless they have a valid signed authorization from you with valid photo ID or a durable power of attorney authorizing them.

Q: Can I request my records go to an existing or new provider?

A: Yes, email medical records at roi@binghammemorial.org or call Health Information Management at 208-782-3975 with your name, date of birth, records you'd like sent, the name of the doctor or facility you'd like your records sent to, the doctor or facility's fax and phone number.

Questions regarding lawyer, disability, insurance, deceased, or minors, please call Medical Records.

HELPFUL INFORMATION AND LINKS

For all HIPAA related information:

www.hhs.gov

Health Information Management

8:00-4:30 Mon.-Fri.

Phone: 208-782-3975 -- Fax: 208-782-2952

Address: 124 North Oak Street, Blackfoot, ID 83221

Email: roi@binghammemorial.org