

FREQUENTLY ASKED QUESTIONS FOR MEDICAL RECORDS

1. *Can my records be emailed to me or sent to my home fax?*

Patient records can be emailed to them securely with a signed Medical Release with the email address clearly stated on the release. We cannot fax records to personal home faxes.

2. *Can I obtain records for my child or spouse who is ill?*

Patients 18 and over need to authorize the release of their records unless there is a POA on file. Spouses and significant others also need to authorize the release of their information. Non-parental patient representatives such as guardians, foster parents, etc. are required to present documentation to receive records.

3. *If I have a POA can I obtain copies of my deceased relative's record?*

The Power of Attorney is void after death. The executor of the estate can obtain this information with proper documentation.

4. *Can I get my results over the phone?*

Medical Record staff is not permitted to read patient information over the phone.

5. *Why didn't my PCP receive a CD of my studies?*

Primary Care Doctors do not automatically get a CD of their patient's studies. This would need to be requested. St. Luke's physicians can view your images online and do not need a CD. If you need a radiology CD sent to a doctor outside the St. Luke's network, you can call Medical Records at 484-526-4719. The CD will be mailed directly to your doctor for your appointment.

6. *Can I get a copy of my St. Luke's physician office records from Medical Records?*

You can obtain your SLPG medical records by calling the Medical Records Department at 484-526-4719. You can submit a medical release to: slpgreleaseofinformation@sluhn.org, or fax it to: 1-833-932-1185.

7. *Can you fax my information to my employer?*

Medical Records can fax or email your records securely to your employer with a signed medical release that states the employer's information and exactly what you would like released to the employer.

8. *Can I obtain a copy of my Behavioral Health records?*

Behavioral Health records require physician authorization for patient release. Please contact the Medical Records Department at 484-526-4719 for assistance.

9. *Will the Medical Records team be available for in person pick up of medical records?*

No, Medical Records will not be available for patients to retrieve records in person.