**Title: Release of Medical Records**

**Scope/ Purpose:**

To ensure proper disclosure and release of Protected Health Information (PHI)

**Date:** 10-13-20

Revised 1-12-21

Effective 4-1-21

It is the policy of Northeast Florida Endocrine & Diabetes Association, PA (NEFEDA) to handle the release and/or disclosure of all confidential medical records and PHI in a manner that strictly adheres to state and federal law, rules and regulations. Likewise, it is the policy to grant access to a patient’s online PHI only to those who are legally authorized to have access.

**Release of Medical Records**

A patient may request verbally or in writing at any time, his or her PHI (protected health information). If patient makes verbal request, their identity will be verified by NEFEDA staff by asking the patient two security questions. Patient initiated requests for Electronic Health Information access and/or exchange will be completed within a timely manner, not to exceed 24 hours, during scheduled operational hours. There will be no monetary charge for the secure electronic transmittal of records.

All patients are offered and will be granted, secured online access of their NEFEDA medical records, dating back five years (if available) from the date of request. This will include all required elements of their records, as outlined by the ONC (Office of the National Coordinator for Health Information Technology) and HHS (Department of Health and Human Services).

This access is available and offered, to all NEFEDA patients, free of charge and may be obtained via NEFEDA’s secured FollowMyHealth portal.

For a patient to join the NEFEDA FollowMyHealth portal, they should complete an invitation request while in the office, call our office at 904-384-2240 and ask a staff member to complete the request on behalf of the patient, or complete the request for portal access on the NEFEDA website. Once the patient’s information has been entered by NEFEDA staff, the patient will be forwarded an invite to join. The patient will be asked to enter an invitation code and then they will be connected. Should there be any questions, they should be directed to call 904-384-2240.

There is no charge for patients to access health information electronically and NEFEDA encourages all patients to utilize the portal for immediate access to their records.

My Links, a separate patient portal, is a free application that allows a patient to gather and store in one place, electronic medical records from all of the patient’s doctors that use electronic medical records.

To set up a MyLinks account, a patient will go to [www.mylinks.com](http://www.mylinks.com). Click “Sign Up”. Once all the information is filled out, a confirmation will be sent to the patient’s email to complete the registration. (If no confirmation email comes within a few minutes, a patient should check their spam folder). Once logged in, a patient will click “Gather Health Records”. Patient will search for their healthcare providers, and then click “Get Health Record”. A patient will be routed to the login page for their healthcare provider’s patient portal. A patient would log in with your portal username and password and then follow the instructions to add the data into their MyLinks account. If a patient does not have a login, they can contact their provider to gain access to their patient portal.

If electronic exchange or disclosure is unable to be completed, due to the risk of the security of patient privacy and health information, a patient may request a copy of their medical records to be printed or faxed. If a patient requests a copy of their patient record that is not transmitted or accessed electronically, NEFEDA may charge a reasonable, cost-based fee for the labor and supplies associated with copying, faxing or mailing PHI.

**Release of Medical Records sent to Outside Entities**

Northeast Florida Endocrine & Diabetes Association, PA (NEFEDA) will provide electronic Patient Health Information to outside entities in compliance with HIPAA guidelines. The preferred method of disclosure to outside healthcare entities would be electronic transmittal of PHI to their secured E H R direct address. Records sent to an outside physician or medical facility will be sent at no charge.

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Non healthcare entities may be charged a reasonable, cost-based fee for the labor and supplies associated with copying, faxing or mailing PHI. If records are provided electronically, there will be no charge.

**Exceptions:**

Legally unable to fax to non healthcare entities as facsimiles are unable to encrypt PHI

Legally unable to send electronic info to MDs without a direct address as E H R system is not capable to encrypt PHI

Legally unable to send to hospital systems as E H R system is not capable to encrypt PHI

Legally unable to send to outside entities with email addresses as E H R system is not capable to encrypt PHI