

## **MEDICAL RECORDS/ROI FORM FREQUENTLY ASKED QUESTIONS**

1. ***Why do I need to fill out this form for my records to be sent?***
  - a. State and Federal HIPAA law **REQUIRES** that no medical records be sent without a request form being completed.
2. ***Why do I need to fill out this form fully?***
  - a. The more complete the form is, the easier the job is for all parties involved so that your medical records will be sent to the correct destination and in an efficient manner. Incorrect or missing information will only prompt us to ask you to make necessary edits, thus taking more time for your records to actually be sent/received.
3. ***Can't you just fill out the form for me?***
  - a. State and Federal HIPAA law **PROHIBITS** all health-center staff to complete a records request form for a patient.
  - b. If the patient is unable to complete the form themselves for whatever reason, let them know that they can have a friend or family member assist them in completing the form.
4. ***Once I complete the form, where do I send it?***
  - a. The form can be submitted a number of ways:
    - i. By fax to 617-425-5713
    - ii. By secure email to [medicalrecords@fenwayhealth.org](mailto:medicalrecords@fenwayhealth.org)
    - iii. By mail to 1340 Boylston St. Boston, MA 02215 (addressed to the Medical Records Department)
5. ***How long will my request take?***
  - a. If mailed, it could take up to 5 business days for a Medical Records Staff Member to receive the document.
  - b. It could take up to 21 days to fully process an ROI request. If you are requesting your records to be sent urgently, please let us know on the ROI form.
6. ***How long is my ROI Request form good for?***
  - a. A completed ROI Form is valid for 1 year.