

Health Information Management (Medical Records)
Phone: (208) 587- 8401 ext. 105
Fax: (208) 580-2682
Hours of Operation:
Monday thru Friday (closed weekends and holidays)
8:00 a.m. – 4:30 p.m.

The medical record is considered the property of Elmore Medical Center (EMC), and shall not be taken from the facility except by court order. You have the right to obtain a copy of your medical record. Elmore Medical Center has a team of trained professionals in our Health Information Management (HIM) Department. It is their job to safeguard and manage your patient information.

Medical Records FAQ

Q: How can I obtain a copy of my medical record?

A: You can download the [Authorization for Release of Information form](#). To comply with HIPAA laws the form must be fully completed, initialed x2, signed and dated.

Q: Where do I send the Authorization Form to release a copy of medical record?

A: The form must be accompanied with a photo ID and can be:

1. Faxed to (208) 580-2682
2. Mailed to:
Elmore Medical Center
Attn: HIM Department
895 North 6th East
PO Box 1270
Mountain Home, Idaho
3. Brought to the HIM department at EMC

Q: What is included within a medical record and what should I request?

A: We do not release the entire chart unless specifically requested. The following provides a brief summary of the various parts of a medical record which may help to identify information to request:

1. **Physician Dictation** – Reports that are dictated include: Emergency Room note, History & Physical, Consults, Operative Report and Discharge Summary.
2. **Physician Orders/Progress Notes** – A specific, daily account of the patient's illness and response to treatment as noted by the physician. This includes both written and verbal orders from physicians to the nursing staff and other caregivers.
3. **Radiology Report** – This is a dictated report summarizing the findings of images or scans as viewed by the radiologist.
4. **Laboratory Results** – Analysis of blood or urine and surgical pathology reports or biopsies which document tissue examinations, among others.
5. **Studies** – Includes EKGs (electrocardiograms), Stress tests, sleep studies, etc.

Q: Is there a cost to obtain a copy of my medical record?

A: The first ten (10) pages are free. Additional pages are 50 cents a page. Records before the year 2000 are 75 cents a page.

Q: I am going to another healthcare provider and would like my records sent to their office. What do I need to do?

A: Contact our office and we will send the information directly to your provider. We will need to know the providers name and fax number. There is no charge for this and we do not need an [Authorization form](#).

Q: When will I receive my records?

A: Most requests can be completed that same day. Older records, which are on microfilm, may take a few days to research.

Q: I had an x-ray and I need a copy of my films. Can I get these from you?

A: No. While we can give you copies of the dictated reports, the Radiology Department will be able to give you a copy of the films. For more information about obtaining copies of your films, please call (208)580-2664

Q: Am I able to get a copy of a family member's medical record?

A: Only the patient may release his/her records. Parents may obtain records for their children under the age of 18. Additionally, if you have a health care Power of Attorney and the patient is unable to authorize, or if you are the executor of the patient's estate, you must submit your [authorization form](#) along with a copy of the legal document giving you POA or executor rights.

Q: I would like to know my blood type. Is this information in my medical record?

A: Blood typing is not routinely performed. If blood typing was done, the HIM Department requires a signed [authorization form](#) from the patient and a copy of the results will be sent to you.

Q: Am I able to view my medical record?

A: Yes, you are able to view your medical record. There is no charge for viewing your record. Here's how:

- Provide a written, signed and dated [authorization form](#)
- Provide photo identification
- Contact Health Information Management at (208)587-8401 ext. 105 to schedule an appointment to view your record.

Q: I was born at Elmore Medical Center. How can I obtain my Birth Certificate?

A: Elmore Medical Center cannot provide you a copy of your birth certificate. Birth certificates can only be obtained through the State of Idaho Bureau of Vital Statistics (BVS). To request a certified copy, you may either:

1. Call BVS at (208)334-5988 (English translation) or (208)334-5980 (Spanish translation)
2. Visit <http://www.healthandwelfare.idaho.gov/>
3. Hand-deliver your written request to BVS at 450 W. State St., Boise, Idaho

You will be charged \$13 for each certified copy

Q: Can I bring in a copy of my health care Power of Attorney and/or Advance Directive to be placed in my medical record?

A: We do not accept Living Wills or health care Power of Attorney to be filed in your chart. To ensure that your health care wishes are followed you should either:

1. Bring copies with you each time you present for care
2. File your forms with the Idaho Health Care Directive Registry <http://www.sos.idaho.gov/GENERAL/HCDR.htm>. For more information you can visit their website or contact the Idaho Secretary of State at (208) 332-2814