

Martin General Hospital Patient Medical Records FAQs

1. I'm a former Hospital patient and I need my medical records (or my new healthcare provider needs my medical records). What should I do?

Download and print the form on the Hospital's website at www.martingeneral.com. Send the completed form via e-mail to MartinGeneralHospital@sharecare.com or via fax to 858-244-3523. A scan or screenshot picture of the signed form is acceptable.

Currently, electronic medical records can be provided promptly. Requests for records that are stored in hard copy form at the Hospital (i.e. paper records) and requests for radiology and mammography images and obstetric records will take longer to process because of the nature and size of the records.

2. Is there a fee associated with getting my records?

Depending on the format in which your records are maintained and provided, you may be charged a reasonable fee to obtain a copy of your records, such as costs associated with copying and mailing.

3. I heard that records are being removed from the Hospital. Is that true?

Yes. For various reasons, it is not secure or feasible to continue to keep hard copy (paper) records at the Hospital facility. Hard copy records previously stored in Hospital facilities are being relocated to a secure facility. The vendor who is relocating the records specializes in record and information management and is experienced in the legal requirements associated with handling

medical records. The record retrieval and removal process will take place beginning December 7, 2023 and will take several days. Community residents may notice activity on the Hospital premises during this time.

4. What will happen to medical records after they are removed from the Hospital premises?

After relocating the records, the record management company will index the records for retrieval. Then, when a specific record is requested, the record management company will be able to locate the record and provide it to the person or entity requesting the record. The indexing process is estimated to take one to two weeks following relocation of the records.

5. If records are being moved to another location, will it take a long time to get my medical record information when I need it?

No. In fact, relocating the records will make them *more* accessible. After relocating hard copy records, records will be indexed for retrieval. Then, when a specific record is requested, the record management company will be able to locate the record and provide it to the person or entity requesting the record.

6. I heard that medical records are being destroyed. Is that true?

No. The relocation process does not involve the destruction of any medical records. The records are simply being relocated to a secure storage facility.