



May 11, 2009

To Whom It May Concern:

This is a courtesy letter to inform you of new changes in the process of requesting medical records and itemized bills. We hope this new process will make it easier for you to request information, while also helping us to process your requests more timely and efficiently. This new change is now in effect.

You will now be able to send **ONE** request/authorization to request both medical records and itemized bills. **All requests will need to be sent to the attention of Health Information Management and/or Medical Records.** Please make sure that you specifically state "itemized bills" on the patient's authorization. This will be the only way that you will be able to receive the bills with the patient's medical records. Also, you must continue to follow our normal policy as outlined below:

- Original signature of the patient/legal representative and notary along with the notary seal (NO COPIES OR FAXES WILL BE ACCEPTED!);
- Must specify facility to release information;
- Must specify person/facility to receive information;
- Must specify information/date(s) of service being requested;
- Purpose;
- Identifying information about the patient (name, date of birth, etc.);
- Must be dated after the date(s) of service being requested;
- Must have an expiration date, otherwise it will expire 90 days from original signature;
- If a legal representative signs for the release of information, we must have a copy of the legal paperwork that shows the representative does indeed have a right to sign for release of PHI;
- Must state that it is revocable to the extent that action has already be taken.

Requests for information that do not meet these criteria will be sent back to your office and will not be honored until the above criteria are met. Charges for records will continue to follow the North Carolina law. You may print a copy of our authorization form from our website at [www.bjrh.org](http://www.bjrh.org). It is located in the lower left-hand column.

Thank you for your cooperation and understanding. If there are any questions, please feel free to contact our office at 910-892-1000 ext. 4129.

Sincerely,

*Amy Blanchard, RHIA*  
Manager, Health Information Management

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