

# Access to health information



## Your Rights; Our Responsibilities

### Our responsibilities

Catholic Health is responsible for, among other things, ensuring the confidentiality and integrity of your health information as well as providing you, or a designated personal representative or qualified person (e.g., health care proxy agent or parent) access to your health information in accordance with federal and state laws.

Catholic Health is also prohibited from engaging in practices or discriminatory behaviors that forbid, limit or restrict the access, exchange or disclosure of one's health information— commonly referred to as “Information Blocking”.

### Your rights

Under federal law, more specifically under the Health Insurance Portability and Accountability Act (HIPAA) Privacy Rule, you have rights over your health information.

These rights include having access to and requesting copies of your health information and medical records maintained by Catholic Health.

### Easy access via MyChart

MyChart offers you personalized and secure online access to portions of your medical records. You can easily access your health information, including test results online by using MyChart, which can be found by visiting [mychart.chsli.org](http://mychart.chsli.org).

For assistance with MyChart, contact Catholic Health's Service desk at **(631) 465-6100**.

### Reasonable fee notice

Catholic Health may impose a reasonable cost based fee to cover the costs related to the labor, supplies and/or postage or for the preparation of medical records.

So there are no surprises, you will be provided with information on any potential charges prior to fulfilling any requests for health information.

### Other ways to access health information

If using MyChart is not your preference or not feasible, you can easily request access to, or a copy of your medical records and health information as follows:

**Electronically:** Preferably using Catholic Health's online portal by visiting [chsli.org/medical-records](http://chsli.org/medical-records). The portal features a modern design with clear, easy-to-use buttons and text that's easy to read and understand.

**Written:** All requests need to be in writing preferably using Catholic Health's Authorization for Release of Information Pursuant to HIPAA form available at [chsli.org/medical-records](http://chsli.org/medical-records) or a New York State “Authorization to Release Information pursuant for HIPAA” form.

#### Requests should include:

- Who the requester is (if acting as a personal representative or other qualified person and their relationship to the patient).
- Signature of the requester.
- What parts of the record are requested and the date range of those records.
- Indicate how the records are to be provided (e.g., address of the recipient or indicate in-person pick up).

Once completed, you can send this request to the Catholic Health facility, entity or practice where you were treated.

A list of contact information is available by visiting [chsli.org/locations](http://chsli.org/locations)





## Access for all

Catholic Health works to protect and promote the access of health information to all individuals and assist you by providing translation or interpretation services as well as services for those with disabilities or special needs. Please contact the Catholic Health facility, entity or practice where you were treated if you require additional assistance.

## Helpful tips & reminders

- Include all items such as your full name, address, date of birth and approximate dates of treatment. Please initial the boxes for any specific Protected Health Information (PHI) as this information may be present in the medical records.
- Sign and date the form. If you as a patient are unable to sign, your health care proxy agent, personal representative or other qualified person may sign on your behalf, as noted on the form. If so, please provide your relationship to the patient and any other required documentation.
- If you would like medical records sent to another provider, please provide their full name, practice name, address and phone numbers. Be sure to include the date of your appointment in your written request. We will send records directly to the provider's office at no cost to you.
- These tips will help Catholic Health in expediting and fulfilling your requests.



## Requesting medical records of deceased patients

A family member or other authorized person can access a decedent's medical records if the individual qualifies as the executor, administrator, distributee or is a person who is legally authorized to act on behalf of the deceased or their estate. If you meet the criteria, you may request medical records.

You will be required to provide supporting documentation (a list for each circumstance is provided below) to process your request.

All requests need to be in writing via a signed letter or preferably via Catholic Health's Authorization for Release of Information Pursuant to HIPAA form available at [chsli.org/medical-records](http://chsli.org/medical-records) or New York State "Authorization for Release of Information Pursuant to HIPAA" form, and should include the information noted above.

In addition, prior to fulfilling the request, Catholic Health requires that certain documentation be presented:

### Administrator/Executor of estate

- Documentation that you are the administrator of the estate or executor of the will.

### Distributee

- A certified copy of the patient's death certificate.
- A completed and notarized Catholic Health "Confirmation & Affidavit of Distributee Status" form.

### Attorney with Power of Attorney

- A certified copy of the patient's death certificate.
- A copy of a Power of Attorney signed by the distributee which explicitly authorizes the attorney to make a written request for the patient's health information. The terms and conditions of the Power of Attorney must include duration and scope of permitted actions. Only attorneys representing the patient's estate are entitled to access records under the law.
- A completed and notarized Catholic Health "Confirmation & Affidavit of Distributee Status" form.

*\*Note: Once an administrator or executor is appointed, the administrator or executor is permitted access to the patient's health information and the distributee no longer has access.*