

HIPAA Request to Amend Frequently Asked Questions

What is a Request to Amend?

If you think the information in your medical or billing record is incorrect, you may request a change, or amendment, to your record.

What are my rights in requesting an amendment?

As a patient, you have the right to make a request to amend your medical record. The request should be in writing and specify which portion of the medical record you want amended, and how it should be amended. Salem Health must respond to your request. If we do not agree to your request, you have the right to submit a statement of disagreement that we must add to your record.

How do I start the process for amending my medical records?

Submit a completed Request to Amend Protected Health Information form. The English and Spanish forms are available on the Salem Health internet page at: <http://www.salemhealth.org/about/notice-of-privacy-practice/joint-notice-of-privacy-practices/right-to-amend-protected-health-information>

You may also contact the Corporate Integrity office at 503-814-2825 to obtain the form.

What is the cost for amending medical records?

There is no charge for requesting an amendment to your medical record.

When will I receive a response to my request?

You will receive a response within 60 days of receipt of your amendment request. If the request requires more time, you will be notified via letter of the need for an extension, and the reason for the extension.

What if I don't know the date of the document I want amended?

You may request a copy of your Salem Health medical records by submitting an Authorization for Use of Disclosure of Protected Health Information. The form can be found at: <http://www.salemhealth.org/about/notice-of-privacy-practice/joint-notice-of-privacy-practices/right-to-inspect-and-copy>

What if the provider has left the organization?

If the author of the notation in the record has left the organization, the document can no longer be amended. You may write a one-page statement of disagreement which will be included in any future disclosures

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Can I expedite the process?

By providing a copy of the document(s) in question, striking through the information you do not agree with, and writing in what you believe to be the correct information is very helpful and may save time in the process.

What happens if my request is approved?

An approval letter and the amended records are sent to you via U.S. mail.

What happens if my request is denied?

If your request is denied, you will receive a written explanation of the denial. If you disagree with the explanation, you may submit a one-page, written statement of your disagreement, or you may ask that your request for amendment and explanation of the denial be included in any future disclosure of the pertinent medical record information.

Can my request be denied?

Yes. If Salem Health determines that health information that is the subject of the request was a) not created by Salem Health, or the individual who authored the health information is no longer available to act on the requested amendment; b) is not part of your designated record set; or c) is accurate and complete.

If my request to amend my record is denied, can I re-request an amendment?

No, however you may submit a statement of disagreement which will be included in any future disclosures.

What does "partially approved" mean?

The author of the notation in the record approved part of your amendment request, but not all.

Can I amend information found in my personal MyChart?

We recommend you obtain a paper, or electronic, copy of your medical records to verify that the information in MyChart was from Salem Health before submitting a Request to Amend your Protected Health Information.

What if I have additional questions about making amendments to my medical record?

Contact the Corporate Integrity Office at 503-814-2825.