

SHIFT SCRIPT: GATHERING MEDICAL RECORDS

This document will guide you through the process of having your medical records transferred to your new provider. Make sure to have your new provider's name, location, and fax number prior to calling!

Step 1: Introduction

Begin by calling the number for our Health Information Management (HIM) department: 612-813-6216

After the call connects, a representative will answer. You can say: "Hello, my name is [Your Name]. I am a patient of the McNeely Pediatric Diabetes Center at Children's, and I am currently transitioning to adult endocrinology care. I would like to request my medical records from be transferred to my new provider. Can you assist me with this?"

Step 2: Verification and HIPAA Authorization

The HIM staff will need to verify your identity for security reasons. Be prepared to provide your full name, date of birth, and any other identification information they may ask for.

They will also require a HIPAA authorization form to process your request. This form is included in your Shift Program packet, and we typically will submit this for you once you sign it. If they mention this form, you can say: "I believe this form has already been submitted. Please check the releases in my chart."

If they are unable to find it or it has not yet been completed, you can say: "Sure, I can fill out a HIPAA authorization form needed. Could you please tell me where to find the form and how to submit it?"

Step 3: Specify Medical Records Request

Clearly state the medical records you need: "I am requesting a copy of my complete medical records related to my diabetes care, including any lab results, treatment plans, and progress notes."

Step 4: Request Delivery Format and Recipient

Request the records be transferred in the format preferred by your new provider (this is typically by fax): "Could you please fax these records to my new provider at [provider's fax number]?"

This information will also be on the HIPAA authorization form you complete from Step 3.

Step 5: Ask About Processing Time

Knowing how long the process will take is helpful: "I would like to know the estimated processing time for my medical records request."

Requests made to our HIM department can take up to five business days to complete. Make sure this request will be completed prior to your initial visit with your new provider so your records can be reviewed before your appointment.

Step 6: Verify Contact Information

Ensure that the HIM staff has the correct contact information for the recipient: "Could you please confirm where the records will be sent, including address and fax number, to ensure there are no errors?"

Step 7: Thank the Representative

Finally, thank the HIM staff for their assistance: "Thank you for helping me with my medical records request. I appreciate your support in preparing for my transition to adult endocrinology care."

That's it!

Please remember to follow any additional instructions provided by the HIM staff, complete the HIPAA authorization form you need, and track when you can expect your new provider to receive your medical records. This way, you'll have all the necessary documentation ready when transferring your care to an adult endocrinology provider. Good luck with your shift to adult endocrinology care!