

Medical Records Transfer Policy

Chart Releases:

There are two procedures for chart releases: a) When the Marathon Family Health Team asks for a chart release from another practitioner and b) When the Marathon Family Health Team is asked by another practitioner for a chart release on one of their patients.

a) **Marathon Family Health Team asks for a chart release**

Marathon Family Health Team staff will ask for information from another doctor when a new patient comes to the practice and has a significant medical history. The patient must sign a "Request for Release of Medical Records" form and provide sufficient information about the previous physician so that we will be able to fax or mail the form to the other practice. The patient should be informed that we accept only photocopies and that this service is not covered by OHIP and they will likely be charged by their former practitioner's office in order for the transfer to be initiated to us.

b) **Marathon Family Health Team is asked for a chart release.**

No information is released without a signed consent form. When the form is received from another practice or practitioner, a letter is sent to the patient advising them that we need a signed consent form. The administrative staff are responsible for providing the patient with notification that a fee that will be charged to them for occurrence of the medical record transfer. A document entitled "Why do we charge for Chart Transfers" is also enclosed with the letter.

When the signed consent form is returned to the clinic, the electronic medical record is copied onto paper and the paper copy is forwarded to the family physician. The family physician reviews the paper copy and either approves or disapproves the information to be forwarded on to the new practice or practitioner. The physician will indicate to the front office staff if a charge is to be levied for the physician time spent reviewing the paper copy. The paper copy is then forwarded to the billing clerk, who will generate an invoice. Except in unusual circumstances, the medical record release should be completed within two weeks of receipt of the signed consent form.