

Questions	Answer
<p>How can I access my medical records? (*See attached document on the Medical Records/Health Information Management page)</p>	<p>You can access your medical records through MyCare or by submitting (in person, by mail or fax) a signed authorization form to BAH Medical Records Department along with your photo identification. We are located on the 3rd floor of the hospital. We are open Monday – Friday between 8am – 4:30pm. If you are mailing or faxing your form and would like your medical records mailed to you, please include a copy of your photo I.D. and send both documents to Bay Area Hospital, Attn: Medical Records, 1775 Thompson Road, Coos Bay, OR 97420. Our fax number is (541) 269-5787. After receiving your form, we have up to 30 days to complete your request. Your form is valid up to 6 months. You can authorize it up 2 years but an expiration date must be written on the form. Turnaround time is determined by the availability of your chart (Your chart must be completed by your treating physician(s) before we can release your records to you. Physicians have up to 30 day post discharge to complete your chart.), number of requests we receive from others and how much of your chart you are requesting. You will be notified when your records are ready. You have the option of receiving your records in person or by mail. You can also indicate on the form if you wish to have another person pick up your records. That person must present his/her photo I.D. and yours. We cannot e-mail your records to you, fax your records to you or provide health information to you over the phone. We charge 0.35 per page and \$6 for a flash drive. The first 10 pages are free.</p>
<p>How do I set up a MyCare account? (*See attached document on the Medical Records/Health Information Management page)</p> <p>I have a Mycare account but I:</p> <ul style="list-style-type: none"> • I do not remember my username or password. • I did not receive a validation code. • I would like to change the e-mail address on my account. 	<p>You can complete the needed form at Patient Registration or Medical Records (located on the 3rd floor) and present photo identification. You may also mail or fax the needed documents to the Medical Records Department and a validation code will be mailed to you. Please address it to Bay Area Hospital, Attn: Medical Records, 1775 Thompson Road, Coos Bay, OR 97420. Our fax number is (541) 269-5787.</p> <p>For technical questions regarding accessing an existing account, please contact MyCare technical assistance (541) 269-8242.</p>
<p>Can I request the medical records of my spouse, parent, child, other relative, friend or anyone else?</p>	<p>If the patient is 15 years of age or older and authorizes you on the authorization form, we can release the records to you. If the patient is 15 years of age or older and is mentally incompetent, and/or can no longer make decisions you will need to present one of the following:</p> <ul style="list-style-type: none"> • durable power of attorney (Please contact an attorney of your choice for a durable POA. If you have a power of attorney, is your power of attorney financial or medical? If there is no allowance for medical decisions we cannot release medical records to you. A power of attorney is only valid while the patient is alive.) • advance directive (You can download an advance directive online, receive one from BAH in person or on our website. An advance directive is only valid while the patient is alive.)

	<ul style="list-style-type: none"> • guardianship form (You must petition the court for this document). <p>If the patient is deceased, records are released to next of kin indicated on the death certificate. Without a death certificate, records are released in the following order (1) Spouse (2) Child (3) Parent (4) Sibling. Supporting documents such a birth certificate may be needed. Records can also be released to an executor or administrator of the estate.</p>
I am currently in the hospital and would like a copy of my current visit before I leave.	Please note it is unlikely your chart will be completed at time of your discharge. Why? There may be pending results and or other documentation your physician may need in order to complete your chart. After you are discharged from the hospital, physicians have up to 30 days to complete your chart. Under the rare circumstance your physician needs you to have a copy of your medical records before you leave, he or she will order your nurse to provide you with a copy of the needed document(s) before you are discharged.
My physician needs a copy of my records.	For continuation of care, your provider can simply fax a request for your records to BAH Medical Records Dept. (541) 269-5787. If your provider sends us a fax request for your records, you do not need to request your records in person or by phone.
My physician requested that I have a lab, pathology, radiology, sleep study and or cardiac test done at BAH. Were the results sent to my provider's office?	When your physician requests services from BAH Lab, Pathology, Radiology, Respiratory (sleep study) and or Prefontaine Clinic, that department receives the order from your physician, schedule's your appointment and sends the results to back to the requesting physician. Please check with the department(s) to confirm whether or not your results were sent to your physician. If another provider needs your results, please have that physician fax a request for records to BAH Medical Records at (541) 269-5787.
I want a copy of my radiology (X-Ray, CT, MRI, Ultrasound or PET Scan) image or image and report .	You will need to submit a signed authorization form and present photo identification to Radiology. For more information, please contact Radiology at (541) 269-8090 .
I only want my medical records from the Cancer Center .	You will need to submit a signed authorization form and present photo identification. For more information, please contact the Cancer Center at (541) 269-4160 .
I only want my medical records from the Prefontaine Clinic .	You will need to submit a signed authorization form and present photo identification. For more information, please contact the Prefontaine Clinic at (541) 266-4650 and specify that you would like your Prefontaine Clinic medical record.
I am a current or former employee of BAH and I would like a copy of my employee health records .	Please Contact BAH Employee Health at (541) 269 8408 .
I was seen at Bay Clinic and I would like a copy of those records.	Please contact Bay Clinic at (541) 269-0333 .
My physician has an office outside of Bay Area Hospital and I need those records.	Please contact that physician's office.
I need a record of all my vaccinations .	<ul style="list-style-type: none"> • Contact your Primary Care Physician. Your provider may give you a copy from his or her records or from the state immunization information system. • Contact the most recent school you've attended. Public and charter schools are required to keep immunization records on file for three years or until a former student turns 21, whichever is

	<p>longer. Private schools are required to keep immunization records for one year.</p> <ul style="list-style-type: none"> • Contact your parent or guardian. If you need a record of the vaccines you received as a small child, your parent or guardian may have a copy of your childhood record. • Contact Oregon Health Authority. You may request a copy of your record from the state immunization information system (ALERT IIS). (971) 673-0300.
My insurance company needs a copy of my medical records.	Have your insurance company request records or submit a signed authorization with your insurance company's contact information. BAH Medical Records fax (541) 269-5787
I need a physician to complete a form for insurance, disability or for other purposes.	Please contact your physician.
I was seen in the Emergency Department and I need the ED physician to complete a disability form.	ED physicians do not complete disability forms. Please contact your primary care physician.
My attorney needs a copy of my records.	You can either complete an authorization form from your attorney or complete a BAH authorization form.
Law enforcement needs a copy of my records.	Please complete an authorization form.
I want a copy of my billing report. I have questions regarding billing. I need financial assistance.	Please contact the Business Office at (541) 269-8131.
I do not agree with the medical information in my medical record. /The medical information in my chart is incorrect. (*See attached document on the Medical Records/Health Information Management page)	You will need to complete a Health Record Correction and Amendment Form , return it to Medical Records and present photo identification.
My name, address, phone number or other demographic information has changed or is incorrect.	Please call (541) 269-8111 and ask for Patient Registration.
I need a birth/death certificate.	BAH does not issue birth or death certificates. Please contact the Oregon Vital Records at 1(888) 896-4988 or visit the website www.vitalchek.com
I need proof of birth for housing, enrollment for school or other purposes.	If you are the parent or legal guardian please complete an authorization form, return it to Medical Records and present your photo I.D. You can pick up your proof of birth from the Medical Records Department.
I need a return to work/school form.	Please contact your physician.
I lost my prescription or need a refill.	Please contact your physician.
I do not understand the instructions my physician gave me. Can you explain what was instructed to me?	Please contact your physician.
I do not have photo I.D.	If we have your photo identification on file, we can use it only if you request your record in person.
I lost my photo identification can you print me a copy of it?	No.
I am not satisfied with service I received.	Please contact the Manager of that department. If there no resolution, contact Bay Area Hospital Administration at (541) 269-8111.
I need a referral.	The Medical Records Department does not make referrals. Please contact your physician's office.
I need to schedule a medical appointment.	The Medical Records Department does not schedule medical appointments. Please contact the physician's office or the department rendering the requested service.
I need social services.	Please contact BAH Case Management at (541) 269-8400.
I need to verify employment.	Please contact BAH Human Resources at (541) 269-8077.