

## Authorization Requirements

Authorizations must be signed by the patient or the patient's legal representative in accordance with HIPAA and Georgia law. A valid photo identification must be provided.

## Minor Patients (Under Age 18)

In Georgia, a parent or legally appointed guardian must generally sign the authorization for a minor. Proof of guardianship may be required.

## Deceased Patient Records

If the patient is deceased, the authorization must be signed by:

- The legally appointed personal representative (executor/administrator) of the estate, or
- An individual authorized under Georgia law to act on behalf of the estate.

The following may be required:

- Proof of death (e.g., death certificate), and
- Letters Testamentary, Letters of Administration, or other court documentation showing legal authority.

## Patient Unable to Sign

If the patient is unable to sign due to physical or mental incapacity, the authorization must be signed by:

- Health Care Power of Attorney (if applicable to healthcare decisions)
- An authorized healthcare agent under a valid Georgia Advance Directive for Health Care.
- Guardianship or conservatorship court orders
- Valid Photo ID

Copies of applicable legal documents must be provided and may result in additional review time. Incomplete documentation may delay processing.

# Questions about medical records?

## Additional Questions and Information

### Turnaround Time

Under Georgia law (O.C.G.A. § 31-33-3), providers must furnish copies of medical records within 30 days of receiving a valid request. We strive to process requests as quickly as possible. Current patient requests and continuity of care requests are prioritized.

### Historical Records, Retention, and Destruction

Medical records are retained in accordance with Georgia law and HIPAA requirements. Older records may be stored offsite and may require additional processing time. Records beyond required retention periods may have been lawfully destroyed.

### Fees for Medical Records

Patients may receive a copy of their medical records in the format requested if the format is readily producible in accordance with HIPAA. Currently, CHSGa provides medical records to patients at no charge, regardless of format.

Consistent with Georgia law, CHSGa reserves the right to assess reasonable, cost-based fees for:

- Paper medical record requests exceeding 1000 pages, and/or
- Multiple paper copy requests submitted within the same calendar year

### Delivery Methods

#### Electronic Delivery

We offer secure electronic delivery options, including:

- USB
- CD
- Secure email (encrypted)

#### Fax Delivery

Fax transmission is reserved for healthcare providers and authorized third parties. For confidentiality and HIPAA compliance, records may not be faxed directly to patients.

### Verbal Release of Protected Health Information

The Release of Information Department does not release clinical information verbally over the phone.

If you have questions about your care, please contact your treating provider directly.

### Privacy Concerns

If you believe your medical record has been accessed inappropriately, please contact our Compliance Department by phone: (888) 892-9962

You may also file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights.