

FREQUENTLY ASKED QUESTIONS FOR MEDICAL RECORDS

1. *Can I pick up my records at any of the St. Luke's campuses?*

Medical Records for the network is centrally located at 77 S. Commerce Way in Bethlehem. With the proper authorization we will FedEx or Priority mail your records to you to accommodate your appointment date, but cannot guarantee 24 hour delivery. We can also fax directly to a physician office if needed.

2. *Can my records be emailed to me or sent to my home fax?*

Patient records cannot be emailed or sent to personal faxes.

3. *Can I obtain records for my child or spouse who is ill?*

Patients 18 and over need to authorize the release of their records unless there is a POA on file. Spouses and significant others also need to authorize the release of their information. Non parental patient representatives such as guardians, foster parents, etc. are required to present documentation to receive records.

4. *If I have a POA can I obtain copies of my deceased relative's record?*

The Power of Attorney is void after death. The executor of the estate is able to obtain this information with documentation.

5. *Can I get my lab results over the phone?*

Medical Record staff is not permitted to read patient information over the phone.

6. *Why didn't my PCP receive a CD of my studies?*

Primary Care Doctors do not automatically get a CD of their patient's studies. This would need to be requested. St. Luke's physicians are able to view your images online and do not need a CD.

7. *Can I get a copy of my St. Luke's physician office records from Medical Records?*

Medical Records releases hospital records only. You would have to contact your physician for a copy of any information related to them.

8. *Can you fax my information to my employer?*

Medical Records is not able to fax patient information to your employer. You would need to obtain the information yourself and provide to them.