

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 located at 77 S. Commerce Way in Bethlehem. You can call 484-526-4719 to arrange to have your records ready for pick up. Calling ahead is preferred to provide the most efficient patient customer service. Photo Identification is required at time of pick up.

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

Patient records cannot be emailed or sent to personal faxes or emails.

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 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. If you need a radiology CD sent to a doctor outside the St. Luke's network, you can call Medical Records at 484-526-4719. The CD can be mailed directly to your doctor for your appointment, or you can pick up the CD from the Medical Records Department.

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

You can obtain your SLPG medical records for care by calling the Medical Records Department at 484-526-4719. You can submit a medical release to: slpgreleaseofinformation@sluhn.org, or fax it to: 1-833-932-1185.

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 it to them.

9. **Can I obtain a copy of my Behavioral Health records?**

Behavioral Health records require physician authorization for patient release. Please contact the Medical Records Department at 484-526-4719 for assistance.