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## NOTICE REGARDING Bluegrass Orthopaedics & Hand Care Health Information Policy

(REPRINTED FROM) March 22, 2004

Dear Legal Office Representative:

Your office has made one or more requests for medical records. We wanted to remind you of our policy and process for receiving records. **As of July 28, 2003, Bluegrass Orthopaedics & Hand Care DOES NOT MAIL or fax medical records.** \*\* This was posted in June of 2003.

Bluegrass Orthopaedics & Hand Care will ONLY mail records if you send a self addressed stamped envelop. Otherwise, you will need to make arrangements to PICK UP your records. Carefully review the following tips.

- Once your request is received Bluegrass Orthopaedics & Hand Care requires 7-10 business days to process your request. Bluegrass Orthopaedics & Hand Care **will not call** to tell you when the records are complete.
- **All requests, including the FREE COPY, will be destroyed after 30 days – without notice.** Subsequent copies of the same request will be charged at the prevailing rate, along with a **\$25.00 re-processing fee.**
- All x-rays and MRI request will be provided on a compact disc, we do not provide these on x-ray film.

It is critical that records requests be coordinated and upon receipt the records shared among your office staff or multiple office locations (if applicable.) This will help ensure timely processing of your records request by reducing repeat requests.

If you have questions regard the above, please fell free to call our Health Information Department at 859/422-4554. Thank you for your time and cooperation.