**Release of Information Questions and Answers**

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| **Getting access to your Medical Records** | The Medical Records department is responsible for maintaining an accurate medical record for each patient of Sidra Medicine. We have a legal and ethical responsibility to preserve the privacy of every patient’s protected health information (PHI). Upon the request of any PHI, the patient or his or her legally qualified representative must give prior authorization. Patients and legal guardians must complete the Authorization for Release of Medical Information form to request a copy of your medical records sent to you or another legal guardian or personal representative. |
| **How can I access my health record?** | To obtain personal copies of your medical record, you will be required to fill out an Authorization for Release of Medical Information form in the Release of information department (ROI).  To avoid a delay, please answer all questions on the authorization form. |
| **Hours of Operations** | Our office hours are:  7:00 a.m - 2:00 p.m  Sunday - Thursday  Phone number: 4003-7000  Email: [roi@sidra.org](mailto:roi@sidra.org) |
| **Location** | Release of Information(ROI) is located on Plaza floor, Tower A of the Main Hospital building, near ‘Pediatric Information Desk’ |
| **What information can I get**? | As stated in our Privacy Notice, you have the right to request copies of your medical record. You have the right to inspect and receive a copy of medical information about you. |
| **How long will it take?** | Request will be processed once a completed authorization form is received. Allow 15 days for processing your medical report request. Requests are generally processed in the order they are received. There is a charge associated with your request. Please see your ROI representative for the fee schedule.    Note: If your request is urgent, please let us know to notify your doctor. Report readiness will depend on physician availability. Please allow at least 5 working days to process urgent request and an additional fee of 100 QAR will apply. |
| **Can I access my child's records**? | Yes, if your child is below 18 years and we can verify that you are the child's parent or legal guardian. One of the following identification will be required along with an identification of the child.   1. QID 2. Passport 3. Birth Certificate 4. Hamad Card (HC) |
| **If I don’t need the medical report, though I need to see summary note and some results, How I can do that?** | You can get copy of clinical note and other clinical results by accessing Sidra Patient Portal at no charge.  Please ask the Unit Clerk or Nurse for assistant during the time of your visit to Sidra.  This information are available for you at the same unit. The visiting unit or department should be able to provide you with this information without having to go to release of information area. |
| **How to access my health record if I nominate someone to do so in my absence?** | You can authorize someone else to pick up your records on your behalf if you provide a signed note giving them permission. A completed “Authorization for Release of Medical Information form” is required to be sent with the designated person whom you consent to collect your records. Upon the authentication of the request, ROI will request for the collector to provide a copy of the either their QID, Hamad Card(HC Card) or birth certificate, and the legal guardian and/or patient’s identification either (QID, passport, or birth certification or HC card). |
| **Ready to collect** | Once your request is prepared, you will be notified via phone call or SMS to collect your report. At the time of collection, be prepared to present either your QID, Birth Certificate, Passport copy or HC card. Requested information can only be given to the person designated to receive the records in the authorization form. |