

## **Medical Records FAQs**

### **Q: What is the Medical Records Department Contact Information?**

ATTN: Medical Records Department  
Rebound Orthopedics & Neurosurgery  
200 NE Mother Joseph Place, Suite 210  
Vancouver, WA 98664

Phone: (360) 449-1141

Fax: (360) 803-0847

### **Q: What are the department hours of operation?**

Hours of operation: 8:00 a.m. to 4:30 p.m. (Monday through Friday)

### **Q: How can I obtain a copy of my medical records?**

There are two options:

1) Enroll in our online Patient Portal. When you enroll in the Patient Portal, you can:

- Receive your medical records electronically, without signing any forms.
- Receive instructions to enroll at reception or call Medical Records Department.
- Request medical records through online messaging or by calling Medical Records Department.
- Print your medical records, save to your computer, or attach to emails.
- Patients who are under age 18 must have a parent/legal guardian enroll to receive medical records.

2) Patients can complete, sign, and either fax or mail the Release of Information Form. When you fill out and sign the Release of Information Form:

- Return your completed form to Rebound Orthopedics & Neurosurgery by fax, mail, or in-person at reception.
- Once the completed form is received by Rebound Orthopedics & Neurosurgery, the Medical Records Department will process it.
- Patients who are under age 18 need to have a parent or legal guardian fill out and sign the Release of Information Form.
- If you have power of attorney, you can sign for the patient, but you must bring paperwork that proves you have power of attorney.
- Please make sure to fill out the entire form.

### **Q: How can I enroll for the Patient Portal to get my medical records electronically?**

Patients can ask reception in-person to receive instructions or call Medical Records Department between 8:00 a.m. to 4:30 p.m., Monday through Friday, at (360) 449-1141.

### **Q: Can I pick up a copy of my medical records at reception?**

No. Any exception to this policy is at the discretion of a supervisor/manager or Rebound Orthopedics & Neurosurgery Medical Department Records staff.

### **Q: How can I obtain my diagnostic images (X-ray/MRI/CT)?**

Patients can check the box: "Diagnostic Image CD (X-ray/MRI/CT)" on the Release of Information Form to request their diagnostic CD to be mailed. Patients can also pick up their diagnostic CD in person at reception once they sign the Release of Information Form. Reception will also require photo ID.

**Q: Can I release my medical records to my attorney?**

The patient has two options:

- 1) The attorney or law office can fax a request for medical records to our Medical Records Department fax: (360) 803-0847. We will charge them for the records.
- 2) The patient can request a copy of their medical records and then hand-deliver the medical records to their attorney/law office.

**Q: I am a new patient and being referred to Rebound Orthopedics & Neurosurgery. How can I release my medical records to Rebound Orthopedics & Neurosurgery in order to schedule an appointment?**

- The patient can ask the outside medical clinic/office to fax or mail the referral and medical records directly to Rebound Orthopedics & Neurosurgery Medical Records Department. We require any operative reports and chart notes within the past three years.
- If the outside medical clinic/office requires a release form, the patient can access the Outside Medical Records Release Form online. This form can also be faxed or mailed to the patient.
- Once completed and signed, the Outside Medical Records Release Form needs to be returned to the outside medical clinic/office. Doing so will authorize the outside medical clinic/office to release medical records to Rebound Orthopedics & Neurosurgery.
- As a third option, a patient can hand-deliver their medical records from an outside medical clinic/office and drop it off to reception at any Rebound Orthopedics & Neurosurgery location.

**Important Note:** In addition to medical records, patient referrals must also include patient demographics and insurance information.

**Q: Do I need to sign any forms to release my medical records to another doctor's office, healthcare practitioner, or physical therapist for treatment purposes or coordination of care?**

No. Rebound Orthopedics & Neurosurgery can release medical records to another doctor's office or healthcare practitioner without the patient signing any forms. To release medical records to another healthcare practitioner, we require the following information:

- 1) Name of the company and/or healthcare practitioner
- 2) Their fax, phone, and mailing address if applicable

**Q: Do I need to sign any forms to release my diagnostic images to another doctor for treatment purposes or coordination of care?**

No. Rebound Orthopedics & Neurosurgery's X-ray department can release a diagnostic image CD to another doctor's office or healthcare practitioner without the patient signing any forms. To release your diagnostic images to another healthcare practitioner, we require the following information:

- 1) Name of the company and/or healthcare practitioner
- 2) Their mailing address

**Q: I am a staff member of an outside medical office. How can I obtain medical records for a patient for treatment purposes or coordination of care?**

There are two options:

- 1) For nonurgent requests, an outside medical office can access the Release of Information Form for Physician's Office. This form can be printed, filled out, and then faxed or mailed to Rebound Orthopedics & Neurosurgery Medical Records Department. We will process your request accordingly as stated on the form.
- 2) For urgent requests for medical records, outside medical offices can call the Medical Records Department directly at (360) 449-1141. Office hours are Monday through Friday, 8:00 a.m. to 4:30 p.m.

**A Division of Northwest Surgical Specialists, P.C.**  
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