

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, MyChart. Please follow the instructions on our website or contact Medical Records Department between 8:00 a.m. to 4:30 p.m., Monday through Friday, at (360) 449-1141.
- 2) Complete the Release of Information Form listed on our website:
 - Once completed:
 - Fax to 360-803-0847; or
 - Email to Medicalrecords@reboundmd.com;
 - Mail to our address listed above
 - Drop off at any of our clinical locations
 - Patients who are under age 18 need to have a parent or legal guardian fill out and sign the Release of Information Form.
 - Please make sure to fill out the entire form, including the recipient who will be receiving the medical records such as patient's employer, another clinic, or attorney offices.

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

- Check the box: "Diagnostic Image CD (X-ray/MRI/CT)" on the Release of Information Form.
- The Images CD will be mailed to the patient's address or to the recipient address listed on the request form completed by patients. Fee may apply for the CD request. If fee applies:
 - The flat fee of \$6.50 will be imposed upon the patient/personal representative if the request for imaging is sent directly to the patient/personal representative in CD format.
 - There will be no charge to the patient/personal representative if the patient requests their imaging to be sent directly to another provider.
 - For third-party requesters such as law firms, a seventy-five dollar (\$75.00) flat fee will be imposed upon the third-party requester if the imaging is to be sent in CD format. A fifty dollar (\$50.00) flat fee will be imposed upon the third-party requester if the imaging is to be sent via email. When applicable, shipping and postage fees will be applied.
- Patients can also receive an imaging link to **view** their images by sending us Portal Messages via MyChart.

Q: Can I pick up a copy of my medical records and Images CD at clinics after submitting the Release of Information form?

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

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 with the patient's authorization to release the record to our Medical Records Department at fax: (360) 803-0847. Fee may apply.
- 2) The patient can request a copy of their own medical records and disclose such 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?

- Patients can request the referring provider clinic to send their medical records to us. We require operative reports and chart notes over the past three years.
- The records can be sent to us via:
 - Fax to 360-803-0847; or
 - Email to Medicalrecords@reboundmd.com ;
 - Mail to our address listed above
 - Drop off at any of our clinical locations

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 non-urgent requests, an outside medical office can send the request to access the Release of Information Form for Physician's Office from our website and faxed or mailed to Rebound Orthopedics & Neurosurgery Medical Records Department. We will process your request accordingly as stated on the form.

The requests can be sent to us via:

- Fax to 360-803-0847; or
- Email to Medicalrecords@reboundmd.com ;
- Mail to our address listed above

- 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.