

## “What are my options?”

*We understand how important your medical record is to you and we'll be happy to make a copy for you.. The staff in the Patient Administration Department provides copies of medical documentation upon request. Any subsequent copies of medical information must be requested as well. The Patient Administration Department is not able to automatically make copies of all documentation pertaining to your medical record.*

## “How do I request a copy of my Medical Record?”

*You will need to come to the Patient Administration Department and complete a “Record Copy Request” form. At this time you will be informed when the copy will be ready to pick up; usually two weeks from the date of the request.*

**If you have questions regarding X-Rays, MRI's, CT Scans or any type of radiology exams, Please call (410) 293-1203 and ask to speak with the Customer Service Representative for the Radiology Department.**

## PATIENT ADMINISTRATION DEPARTMENT

Phone (410) 293-3610

Fax (410) 293-2615



Naval Medical Clinic Annapolis  
250 Wood Road  
Annapolis, MD 21402

# THE CLOSED MEDICAL RECORDS SYSTEM



## Naval Medical Clinic Annapolis

## **Your medical record is used to:**

- Evaluate your condition and treatment
- Plan for your care
- Document evidence of your medical diagnosis, treatment and change in condition.
- Keep information current
- Communicate between your healthcare provider and all other healthcare professionals who contribute to your care.
- Assist in protecting your legal interests as well as those of NMCL Annapolis, your healthcare team, the U.S. Navy and the U.S. Government.
- Provide justification of costs incurred by Third Party Payers.
- Serve as an instrument for accurate communication among healthcare providers, risk management, performance improvement, Patient Administration personnel and outside agencies.

**Naval Medical Clinic Annapolis is aggressively enforcing a “Closed Medical Records System” in order to maintain custody of your medical record in our facility while you are our beneficiary.**

## **“Why can’t I keep my medical record?”**

- It is GOVERNMENT PROPERTY
- It is needed to ensure that any laboratory and radiology results as well as reports from referrals are recorded in your file and the healthcare provider ordering those studies may review the record when they arrive.
- It improves accountability.
- It ensures the medical readiness for Active Duty members

## **“I’m allowed to hand-carry my record at other military medical treatment facilities.”**

This will change soon. NMCL Annapolis is currently part of a team which includes NMMC Bethesda and all the Medical Treatment Facilities in the Naval District Washington area working to implement a medical record tracking and delivery system.

**If your medical record is kept at home, it will not be available for review before scheduled appointments. It will also be unavailable if you are receiving emergency care at another facility and critical information from your medical record is needed.**

**As an accredited medical facility, NMCL Annapolis must abide by the standards and policies that ensure the privacy and confidentiality of your treatment information.**

## **”What happens when I come in for an appointment?”**

- Maintaining your medical record at NMCL Annapolis allows the Patient Administration Department to pre-deliver your record to your scheduled appointment. This means your provider will have the opportunity to review your medical history before your arrival as well as timely update of your record anytime information arrives from any other medical facility.

## **What happens when I have an appointment at another facility?**

- Copies of all information pertaining to the referral will be provided for you to take to the appointment.
- You will be asked to sign a Medical Information Release Form in the event that the specialist may need more information.

## **By keeping your medical record at NMCL Annapolis:**

- **Your record is kept secure.**
- **Your record is available when needed.**