

# Release of Information – FAQ

At Liberty Dayton Regional Medical Center, we respect your privacy and your rights to access your health information. This FAQ is designed to make the process of requesting medical records simple and stress-free.

## Hours of Operation

**Monday–Thursday:** 7:30 a.m. – 4:30 p.m.

**Friday:** 7:30 a.m. – 3:30 p.m.

## Which Form Do I Need?

We have two different forms, depending on what you need:

### 1. Request for Access to PHI (For Your Own Records)

Use this form when **you want copies of your own medical records**. You can request them for personal use, to share with another doctor, or just to review your health information. This is part of your rights under HIPAA.

### 2. Authorization to Release Health Information (Send to Someone Else)

Use this form when you want **your records sent to another person or organization**, such as:

- A family member
- An attorney
- An employer
- An insurance company
- A school

We can only send your records to someone else if you give written permission.

## Quick Guide

- **Access Request:** "I want my own records."
- **Authorization:** "Please send my records to someone else."

If you're unsure about which form you need, our Medical Records team is happy to help.

## Submitting Your ROI Form

Please complete your form fully and accurately. Missing information may delay processing.

You can send your completed form in any of these ways:

- **Fax:** 936-336-7837
- **Email:** [ROI@libertydaytonrmc.com](mailto:ROI@libertydaytonrmc.com)
- **Mail:**  
LDRMC – Release of Information  
1353 N. Travis St.  
Liberty, TX 77575
- **In person:** Outpatient Department (same address)

## Why We Ask for a Photo ID

To keep your health information safe, we require a copy of your photo ID when you submit an Authorization form. This helps us:

### 1. Confirm Your Identity

We must be sure the request is coming from the patient or an authorized representative.

### 2. Protect Your Privacy

Your medical information is private, and your ID helps prevent it from being released to the wrong person.

### 3. Follow Privacy Laws

Healthcare organizations are legally required to protect patient information. Verifying your ID is part of that process.

## Easy Ways to Send Your Photo ID

- **Take a clear photo with your phone**
- **Use a mobile scanning app**
  - iPhone: Notes app
  - Android: Google Drive

### Helpful Tips

- Make sure the image is bright and not blurry.
- Include the front (and back, if needed) of your ID.
- Ensure the name on your ID matches the name on your form.

## When Will I Receive My Records?

Most requests are completed **within five (5) business days** after we receive a complete and accurate form.

If we need additional information or clarification, the process may take a little longer.

## How Can I Check the Status of My Request?

You can contact the Medical Records department:

- **Phone:** 936-336-7316 ext. 143
- **Email:** [ROI@libertydaytonrmc.com](mailto:ROI@libertydaytonrmc.com)

Please allow **1–2 days** after submitting your request before checking the status.

## If You Are a Medical Power of Attorney

If you're requesting records on behalf of someone else using a Medical Power of Attorney (MPOA):

Please provide:

- A copy of the complete MPOA document
- A valid government-issued photo ID
- A completed Authorization for Release of Medical Records

Some MPOA documents have limits on what can be released, so it's important the document includes permission to access medical records.

## Do I Have to Pay for My Records?

**No.** Liberty Dayton Regional Medical Center does **not** charge patients for copies of their health records.

## How Do I Send My Records to My Doctor?

If your doctor needs your records, the **new provider** can contact:

- **Health Information Management:** 936-336-7316 ext. 143
- **Fax:** 936-336-7837

We will fax the records directly to the provider.

## Additional Requests

### Child Immunization Records

Visit the Texas Department of State Health Services website for information on obtaining immunization records.

## Accounting of Disclosures

You may request an Accounting of Disclosures by fax, email, or mail.

## Patient Portal Information

Due to Senate Bill 922, your results may not appear in the patient portal until **72 hours after your date of service**.

You may still register at any time.

If you need your results sooner, you can:

- Pick up a copy in person, or
- Ask us to send your results to your healthcare provider.