

# RML SPECIALTY HOSPITAL

Chicago and Hinsdale Locations

## Procedure to Request Medical Records

### GENERAL GUIDELINES/PROCEDURE

- 1) A valid, written authorization signed and dated by the patient should be directed to the Health Information Management Department. If the patient is **unable to sign**, the individual designated as having Power of Attorney for Health Care/Healthcare Surrogate shall sign to release the records. **Routine requests for copies of medical records will be processed only once the patient is discharged and the record is complete.**

- a) **How to request records of a deceased patient?**

- I. The agent authorized to act under a Power of Attorney for Healthcare shall sign. (copy required)
    - II. Absent a POAHC, the Executor or Administrator of the deceased person's estate shall sign. (Proof of Executorship required)
    - III. If neither of the above two documents exists, an **Authorized Relative** can sign, accompanied by a signed "Authorized Relative Certification Form" and a copy of the <sup>(00)</sup> death certificate. The order of hierarchy is: Spouse, an adult son or daughter, either parent, an adult brother or sister.

- 2) Phone Number: 630-286-4117 (Hinsdale) or 773-826-6350 (Chicago)  
Email: [healthinformation@rmlspecialtyhospital.org](mailto:healthinformation@rmlspecialtyhospital.org)

### **2a) Use the email above to request appropriate forms.**

Address: Health Information Management Department  
RML Specialty Hospital      or      RML Specialty Hospital  
5601 S. Countyline Rd.      3435 W. Van Buren  
Hinsdale, IL 60521      Chicago, IL 60624  
Fax Number: 630-286-4042      Fax Number: 773-826-6352

- 3) There is a fee to copy records pursuant to OCR Guidance (Office of Civil Rights)  
***\$6.50 flat rate, excluding any shipping costs.***
- 4) Verisma provides Release of Information services for RML Specialty Hospital  
**Verisma Customer Service: 866-442-9026**  
**\*Allow 7-10 business days to process.**  
**\*\*If you are requesting your records sent via email, your email address must be written legibly on the Patient Request form. RML/Verisma does not assume responsibility for the security of records sent via email.**
- 5) This is NO CHARGE to provide records to another health care provider, and the records are sent directly to that provider. An abstract is sent which includes: History & Physical, Discharge Summary, Consultation reports, Operative reports, Pathology reports, Radiology reports, Laboratory reports and any other diagnostic studies.

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