



Medical Record Amendment Requests Explanation Letter

A patient has a right to request an amendment to his or her health record per 45 CFR §164.526 of the HIPAA Privacy Rule. The Privacy Rules provide three reasons for why an amendment could be requested by a patient:

- Correct a perceived error in documentation
- Omission of information
- Add relevant information

To begin the amendment process, patients are asked to complete the Coastal Health & Wellness Patient Amendment Request form. Please provide as much detail as possible regarding the documentation that you are requesting to be amended. This information will need to be located in the medical record to determine who authored the note. If you have a copy of the document that contains the information in question, please attach to the completed amendment request form.

For instance:

Describe what information you want amended:

Dr. Jones documented in the discharge summary that my arthroscopy was done on the right leg. The operative report states that it was my left leg.

What is reason for making the request?

Arthroscopy done on my left leg.

The completed form should be mailed to the Coastal Health & Wellness Compliance Officer at PO Box 939, La Marque, Texas 77568.

1. Upon receipt of the completed written request the Compliance Officer will contact the Author/provider to review and evaluate the requested amendment.
 - a. If the amendment is accepted by the author, the PHI will be amended, and the patient will be informed within 60 days of the written request.
 - b. If the amendment is denied by the author, the patient will be notified in writing within 60 days of the written request.

2. If Coastal Health & Wellness is unable to act on the request for amendment within 30 days, the organization will notify the individual in writing of the reasons for the delay prior to the end of the 30-day deadline. Coastal will have an additional 30 days to process and respond to the individual's request for amendment.

Acceptance of Request for Amendment

If the author/provider of the note accepts the requested amendment, in whole or in part, the following steps will take place:

1. The Coastal Health & Wellness Compliance Officer will inform the patient in writing that the amendment has been accepted.
2. A copy of the amendment will be placed in the patient's legal medical record and linked to the original documentation, or a reference location of the amendment will be provided within the medical record.
3. Notification will be sent to relevant persons or entities with whom the amendment needs to be shared, as identified by the patient on the original amendment request form.
 - a. If the individual is unsure as to who should receive the amended information, a copy of the amended document will be provided to the patient for distribution.

Denial of Request for Amendment

If the author of the note determines that the request for amendment should be denied in whole or in part, the Compliance Officer will send the patient an amendment denial letter.

The denial letter will contain the following information:

1. The basis for denial:
 - a. Information was not created by Coastal Health & Wellness
 - b. Information is not part of the patient's designated record set
 - c. Federal law forbids making the information available to the patient for inspection
 - d. Information is accurate and complete
2. A statement that the patient has a right to submit a written statement disagreeing with the denial, and an explanation of how the patient may file such a statement.
3. A statement that, if the patient does not submit a statement of disagreement, the patient may request that the organization include the patient's request for amendment and the denial with any future disclosures of the PHI that is the subject of the amendment.
4. Instructions as to how the patient may file a complaint with the organization or to the Secretary of the US Department of Health and Human Services. The instructions will include the name and/or title as well as the telephone number of the contact person who is responsible for accepting these complaints.
5. If the patient submits a written statement of disagreement, the organization may prepare a written rebuttal to the statement. The organization will provide a copy of the written rebuttal to the patient who submitted the statement.