



# Harnett Health

March 18, 2013

This is a courtesy letter to inform you of updates regarding the process of requesting medical records and itemized bills. We hope this process will make it easier for you to request information, while also helping us to process your requests more timely and efficiently. Please see the key updates below:

- If the patient was treated at Central Harnett Hospital, then request records from:
- If the patient was treated at Betsy Johnson Hospital, then request records from:

Central Harnett Hospital  
 Attn: HIM / Medical Records  
 215 Brightwater Drive  
 Lillington, NC 27546  
 910-892-1000 x 3031

Betsy Johnson Hospital  
 Attn: HIM / Medical Records  
 800 Tilghman Drive  
 Dunn, NC 28334  
 910-892-1000 x 4129

**\*\*\*NOTE:** If you need records for services that occurred at both hospitals, then you may send one request to the HIM department at Betsy Johnson → In this case, BOTH hospitals must be specified on the authorization form.

Please address all requests to the attention of Health Information Management and/or Medical Records. Please send only one request/authorization for medical records and itemized bills. "Itemized bills" must be stated on the patient's authorization. **The Business Office will not accept requests for bills.**

Also, you must continue to follow our normal policy as outlined below:

- Original signature of the patient/legal representative and notary along with the notary seal (NO COPIES OR FAXES WILL BE ACCEPTED!);
- Must specify facility to release information;
- Must specify person/facility to receive information;
- Must specify information/date(s) of service being requested;
- Identifying information about the patient (name, date of birth, etc.);
- Must be dated after the date(s) of service being requested;
- Must have an expiration date, otherwise it will expire 90 days;
- If a legal representative signs for the release of information, we must have a copy of the legal paperwork that shows the representative does indeed have a right to sign for release of PHI;
- Purpose;
- Must state that it is revocable to the extent that action has already be taken.

Requests for information that do not meet these criteria will be sent back to your office and will not be honored until the above criteria are met. Charges for records will continue to follow the North Carolina law. You may print a copy of our authorization form from our website at [www.harnetthealth.org](http://www.harnetthealth.org). At the top of the page, you will need to click on the "Patients & Visitors" link. The authorization will be located under the "Patient Forms" tab on the left side of the page.

Thank you for your cooperation and understanding. If you have any questions, please feel free to contact our office at 910-892-1000 ext. 4129.

Sincerely,

*Amy Blanchard Pope*

Amy Blanchard Pope, RHIA  
 Manager, Health Information Management

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