

Health Information Management (HIM) – Medical Records – FAQs

******Can I access my medical records online?******

Yes, register for our secure patient website “MyUnityPoint” to conveniently manage your personal health online. Simply register at www.chart.myunitypoint.org/mychart/default.asp, or call (877) 224-4430 for more information.

How can I get a copy of my medical records?

To get a copy of your medical records, you must complete, sign, and date the Authorization for Release of Protected Health Information (PHI) form. The form may also be downloaded from our website at www.unitypoint.org/quadcities/request-your-medical-records.aspx. Please mail or fax the form to the HIM Department. You may also deliver the form to the Registration department at any UnityPoint Health – Trinity campus.

What is an Authorization for Release of Protected Health Information?

This form is used to release your protected health information as required by federal and state privacy laws. Your authorization allows the party named on the form to release/receive your protected health information to a person or organization that you choose. You can revoke this authorization at any time by providing such a request in writing. Revoking this authorization will not affect any action taken prior to receipt of your written request in writing. Revoking this authorization will not affect any action taken prior to receipt of your written request.

The Authorization for Release of Protected Health Information form must include the following:

- Authorization must be signed and dated by the patient or legal guardian for minor under age 18
- Authorization should include patient’s full name and date of birth
- Authorization should include the date of service being requested
- Authorization should include the specific information needed

Where is the Medical Records (HIM) Department located? What is the mailing address?

The Medical Records (HIM) Department is located at the UnityPoint Health – Trinity Bettendorf campus. Mailing address is:

UnityPoint Health – Trinity
Attention: Medical Records (HIM) Department
4500 Utica Ridge Road
Bettendorf, Iowa 52722

What are the phone and fax numbers?

Direct phone line: (563) 742-3500

Fax: (563) 742-3515

What are the hours of operation?

Monday through Friday from 8 a.m. to 4:30 p.m.

Do I have to sign an authorization for copies of medical records to be sent to another physician or health care facility?

No authorization is required as long as we are able to send records directly to the provider’s office or health care facility. We will need complete physician contact information. Your provider’s office may also call us at (563) 742-3500 to request your records be sent to them.

Do I have to sign an authorization for copies of medical records for my personal use?

Who can sign the authorization form for my child?

As a parent you have the right to get copies of your child's medical record if your child is under the age of 18 years old. In addition to signing the Authorization for Release of Protected Health Information form, the Parental Rights Verification form must also be filled out and signed.

Do I have to pay for copies? If so, how much will it cost?

The State of Illinois and Iowa allow hospitals to bill for copies of records provided for purposes other than for continued treatment. For current fees, please contact the Medical Records (HIM) Department at (563) 742-3500.

How long does it take to get the copies of the medical records I requested?

It may take up to fifteen (15) business days to process records requested for "personal use" such as for you, attorneys, insurance, etc.

If I come in to pick up copies of my records, do I need proof of ID?

Yes, you must bring photo identification, such as a driver's license, to obtain copies of your records.

Can someone else pick up my records for me?

The Authorization form must indicate who will be picking up your records. The person specified on the form must have a picture ID with them in order to pick up the copies of your records.

Can I get my copies on a compact disc (CD) or flash drive?

At this time, copies of the medical records can only be provided to you on a CD.

Can the medical records I requested be sent to me electronically through email?

No, we currently do not allow records to be emailed for privacy reasons. We recommend that the copies of the medical records be picked up from our department.

How can I get copies of my Radiology Films?

Please contact any of the below Radiology departments as the Medical Record (HIM) Department does not have access to radiology films. You will also be required to sign an authorization form to release copies of your films.

Bettendorf: (563) 742-4104

Moline: (309) 779-5184

Rock Island: (309) 779-3940

Can I get copies of my spouse's medical records?

Yes, if your spouse has provided written authorization for you to do so. Your spouse must sign an Authorization for Release of Protected Health Information form and indicate that you have permission to access his or her medical records.

Who can I contact if I have more questions?

For additional questions not covered in this FAQ, please contact the Medical Records (HIM) Department at (563) 742-3500.