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**EMERGENCY DEPARTMENT POLICIES****SUBJECT:**

Confidentiality of Patient Information

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## Patient Population

Neonate	√
Pediatric	√
Adolescent	√
Adult	√
Geriatric	√

**POLICY:**

The Medical Record Department shall handle all requests for medical information.

Telephone requests from the News Media are referred to the Mount Sinai Hospital Public Affairs Department.

Consent of the patient or legal guardian is required for the release of any and all medical information to any person other than the patient.

For immediate release of information for a recent ED visit, a faxed consent from the patient or guardian is required. Refer to the Medical Records Department.

**IMPLEMENTATION:**

1. Refer all requests to the Medical Record Department.
2. If a faxed consent is obtained for immediate release, it must be forwarded to Medical Records Department by the Emergency Department.
3. See attachment.

**PROCESSING THE REQUEST**

- A. Requests for information from the patient's medical record should be directed to the Medical Records Department or its approved designee.
  1. They shall be in writing except in a medical emergency (see M.I. 17)
  2. A faxed request shall be considered an original.
  3. Requests for information from attorneys shall not be honored with on-site visual inspections of the patient's medical record.

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- B. A record of all information sent shall be filed with the medical record along with the request and the patient's authorization.
- C. Requests for patients bills shall be referred to Patient Accounts.
- D. Requests for medical information from the press, TV and other media shall be referred to the Executive Director of his designee.

Reference: NYCRR Title 10, § 405.4; 405.5; 405.10.