

EVMS MEDICAL GROUP

POLICY: Verbal Requests for Medical Record Information

DATE: 3/2003

CATEGORY: MEDICAL RECORD RELEASE OF INFORMATION

**REVIEWED/
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POLICY: Information may be released verbally only to a physician or a hospital and only where necessary in connection with the care of the patient. The identity of the physician or hospital or office employee requesting information must be verified if he/she is not personally known to the EVMS Medical Group employee.

PROCEDURE: To verify identity using a “call back”:

1. take the person’s name and phone number;
2. check the name and phone number in the directory;
3. return the call;
4. if the person answering is the one who requested the information it may be released at this time.