

# PATIENT'S REQUEST FOR ACCESS TO PROTECTED HEALTH INFORMATION

Date: \_\_\_\_\_ M.R. # or Account #: \_\_\_\_\_

Patient Name: \_\_\_\_\_ AKA / other names: \_\_\_\_\_

Date of Birth \_\_\_\_\_ Phone: \_\_\_\_\_

Address: \_\_\_\_\_ City/State/ZIP \_\_\_\_\_

Covering the period of healthcare from (date) \_\_\_\_\_ to: (date) \_\_\_\_\_

You have requested access to health information about you. To enable us to process your request, please read the following carefully and complete the requested information below.

**There may be fees associated with your request.** The form in which you access your information may determine the amount of such fees.

**Please note the return information and send accordingly:**

St. Joseph's Hospital and Medical Center  
St. Joseph's Hospital Westgate  
Dignity Health Cancer Institute  
Barrow Neurological Institute

Please EMAIL request to:

[DignityHealth-AZ-ROI@DignityHealth.org](mailto:DignityHealth-AZ-ROI@DignityHealth.org)  
Fax (602)406-7138 or 602-406-4120

Radiology/Imaging Email to:  
[Imaging\\_support@DignityHealth.org](mailto:Imaging_support@DignityHealth.org)

Billing Records for **HOSPITAL ONLY** Email to:  
[remotecoc@optum.com](mailto:remotecoc@optum.com)

Center for Transitional NeuroRehab (CTN)  
Norton Thoracic Institute  
Transplant Center  
Dignity Health Medical Group

: \_\_\_\_\_

PLEASE EMAIL REQUEST TO:  
[DHMG-HIMMedicalRecords@DignityHealth.org](mailto:DHMG-HIMMedicalRecords@DignityHealth.org)  
Fax 602-212-5290

Billing Records for **CLINICS ONLY** Email to:  
[PBSCustomerService@DignityHealth.org](mailto:PBSCustomerService@DignityHealth.org)  
Fax: (602) 798-0809

Barrow Brain & Spine Send to fax: (602) 264-2417



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ROI

Patient Label

A. Identify how you would like to access the health information.

- Inspect only
- Copy only (Fees may apply. See attached price list.)
- Inspect and copy (Fees may apply. See attached price list.)

B. Identify in what format you would like to receive the health information.

- Electronic: (Identify how you would like to receive the health information).
  - USB Drive
  - CD
  - Secure Email: \_\_\_\_\_  Unsecured Email: \_\_\_\_\_

**\*If requesting unsecured email, I understand that using unsecured email may place my PHI at risk and accept the risk of sending my PHI via an unsecured mechanism.**
- Paper

C. Tell us which type of information you want to access (Not Applicable for online Patient Center)

(Check all that apply):

<input type="checkbox"/> Billing Records (Produced by Billing Dept.)	<input type="checkbox"/> Clinical Records
<input type="checkbox"/> Consultation Reports	<input type="checkbox"/> Diagnostic Images (Prepped by Radiology Dept.)
<input type="checkbox"/> Discharge Summary	<input type="checkbox"/> Emergency Room Records
<input type="checkbox"/> History and Physical	<input type="checkbox"/> Immunization (shot)
<input type="checkbox"/> Laboratory Tests	<input type="checkbox"/> Medication List
<input type="checkbox"/> Operations and Procedures	<input type="checkbox"/> Physical Therapy notes
<input type="checkbox"/> Progress Notes	<input type="checkbox"/> Complete Health Record
<input type="checkbox"/> <b>Pertinent/Abstract</b> – includes (History and Physical, Operation/Procedure reports, Discharge Summary, Progress notes, Consultations, Laboratory and Radiology tests, Cardiology reports, Immunization report and Emergency Room Records.	

D.  ONLINE PATIENT CENTER/PATIENT PORTAL ACCESS ONLY (Access to Patient Records)

Email Address: \_\_\_\_\_



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E. Patient's Right to Direct Health Information to another person. You have the right to ask us to send your health information to a person of your choice. We need that person's name and full address. Please give that person's name and full address here:

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Print Person's First and Last Name

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Print Address

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Print City, State, Zip Code

The following classes of information are protected by special privacy laws and access may be subject to special rules or may be restricted under certain circumstances or access may require consultation with your physician or healthcare provider responsible for your care before release. If you are requesting access to records relating to any of the following, please initial each applicable item to confirm your request.

**Arizona Dignity Health Facilities:**

- Mental health records (excludes "psychotherapy notes")
- Substance abuse treatment records
- HIV related information and other communicable diseases.
- Genetic testing information

**California Dignity Health Facilities:**

- Mental health or developmental disability treatment records (excludes "psychotherapy notes")
- Substance abuse treatment records
- HIV test results (This authorizes disclosure of laboratory test results only. Note that your records may include information concerning your HIV status even if you do not initial this line.)

**Nevada Dignity Health Facilities:**

- Mental health records (excludes "psychotherapy notes")
- Substance abuse treatment records
- Genetic testing information



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All patients' (or personal representative's) request(s) for access to their health information are processed in the order received. Upon the hospital's receipt and review of your request, we will contact you with either denial or acceptance of the request. If your request is accepted we will contact you for a time and place when and how you may inspect and/ or obtain a copy of the records requested.

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**I have read and confirm the terms of access stated herein.**

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Patient or Personal Representative's Signature

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Date

---

Print Name if Other than Patient

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Telephone #

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Relationship to Patient of Personal Representative

---

ID Presented

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Name of hospital employee verifying signatory information

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Title and Department

---

Patient Directed Right of Access – Pick up Signature

---

Date



**Dignity Health™**

St. Joseph's Hospital and  
Medical Center

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CAREGIVER DENIAL OF ACCESS FORM

(Facility use only)

- Denied in whole
- Denied in part

Specify information which access is denied:

Reason for denial:

(NOTE: Access may be restricted or denied if you believe that providing access is reasonably likely to endanger the life or physical safety of the patient or another person; the information withheld was obtained from another person under a promise of confidentiality and disclosing it would likely reveal the source of that information; the information references another person and giving the patient access is reasonably likely to cause substantial harm to that person; the request is made by the patient's personal representative and the provision of access to the personal representative is reasonably likely to cause substantial harm to the patient or another person. For additional guidance on when access may be restricted or denied please consult with Local Legal Counsel or Facility Compliance Professional.)

\_\_\_\_\_  
Signature

Role: \_\_\_\_\_  
(e.g., physician, psychologist, social worker)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Telephone:

**A COPY OF THIS FORM MUST BE PLACED IN THE PATIENT'S MEDICAL RECORD.**



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