

# SOP Template: Procedures for Patient Requests to Access or Amend Records

This SOP outlines the **procedures for patient requests to access or amend records**, detailing the steps for handling patient inquiries, verifying patient identity, processing requests to view or update medical records, ensuring compliance with privacy regulations, maintaining accurate documentation, and communicating outcomes to patients. The goal is to facilitate timely and secure patient access to their health information while safeguarding confidentiality and data integrity.

## 1. Scope

This procedure applies to all patient requests to access or amend their personal medical records held by [Healthcare Facility Name].

## 2. Responsibilities

- Staff receiving requests are responsible for initial intake and documentation.
- Health Information Management (HIM) Department oversees processing and compliance.
- Privacy Officer ensures adherence to privacy laws and regulations.

## 3. Procedure

### 1. Receiving Requests

- Accept requests in writing (e.g., email, letter, online portal, or designated form).
- Provide assistance to patients who require help completing their request.

### 2. Verifying Patient Identity

- Request valid government-issued photo identification, or verify identity via secure patient portal login.
- For requests made by legal representatives, require legal documentation of authority and identification for both patient and representative.

### 3. Processing Access Requests

- Evaluate the request for completeness and eligibility.
- Retrieve relevant medical records within the timeframe specified by law (e.g., 30 days).
- Redact third-party or sensitive information not authorized for release, if necessary.
- Arrange for secure access (e.g., viewing on-site, providing copies, secure digital download).

### 4. Processing Amendment Requests

- Assess amendment requests for clarity and validity.
- Consult with relevant healthcare providers as required.
- Document amendment decision and rationale.
- If approved, amend the record and communicate changes to authorized recipients as necessary.
- If denied, provide written explanation and information about appeal process.

### 5. Documentation and Record-Keeping

- Record: date of request, patient details, nature of request, verification process, processing steps, and final outcome.
- Retain documentation as per facility policy and legal requirements.

### 6. Communication with Patients

- Confirm receipt of request promptly (within 5 business days).
- Update patients on status and expected timelines.
- Notify patients when request is fulfilled, or provide reasons for denial and appeal procedures.

## 4. Compliance and Privacy

- Ensure all activities comply with applicable privacy laws (e.g., HIPAA, GDPR).
- Maintain strict confidentiality of patient information at all times.

## 5. Review and Revision

- This SOP will be reviewed annually or as regulations and facility policies change.