



## How Do I Get My Medical Records?

### Information for YOU. Please keep.

- ❖ The first item we need before we can release your records, to an outside physician or facility, is your permission. So, to process your request, you will need to complete a medical information request form.
- ❖ We require that you complete this form even if you ask for records for your personal use.
- ❖ The **patient** must sign the request form, unless the request is made by someone who has a medical power of attorney. We will need to have a copy of the medical power of attorney on file.
- ❖ Once the request has been received in our office, it will take approximately 30 business days to complete. We try our best to have the request completed prior to 30 business days.
- ❖ We ask that you limit your request to exactly the records you need (i.e. pathology report, lab report, office note with date(s) of service). Asking for "all" records produces a large amount of records that may not be needed.
- ❖ Our requests are processed at our Shreveport Location. Your records may be picked up at our Shreveport location or they will be mailed to the address listed on the release.
- ❖ When you come to our office to pick up your records, please bring a government issued ID (driver's license, military ID, passport, state ID).
- ❖ If you are requesting records to take to another provider's office, please make a copy for your personal use. Multiple requests for the same records will incur a fee.
- ❖ If you need to contact our medical records department by phone, please include the patients name and date of birth along with a return phone number. You can also email them at the email address listed below.
- ❖ NOTE: We can only fax medical records to a physicians' offices, attorney's office or insurance company. We are unable to fax/email your records to your personal fax/email.
- ❖ ***MD Anderson referrals: If you have been referred or have an appointment with MD Anderson, once we receive the request for records from MD Anderson your records will be faxed/mailed directly to them. MD Anderson has asked us to send records directly to their intake group. This will expedite a physician evaluating your records prior to your appointment. If you choose to take the records with you, we will not be forwarding your records to MD Anderson also.***

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