

# **Release of Information – Access of Medical Information at Prime Hospital**

## **OUR RESPONSIBILITIES**

Prime Healthcare Group LLC takes the privacy of medical information seriously. We are required by law to keep health information confidential, secure, and private.

## **RIGHT TO ASK FOR A COPY OF MEDICAL RECORDS**

Our patients may request a copy of the information that is contained in their health record. However, a fee may be charged for the copying of their medical records.

## **HOW IS MEDICAL INFORMATION USED?**

Prime Healthcare Group LLC uses medical information for patient care and treatment, to carry out routine health care functions.

## **WHY DO I HAVE TO SIGN A CONSENT FOR RELEASE OF INFORMATION?**

When a patient signs the Consent for Release of Information, they are giving Prime Healthcare Group LLC permission to release or disclose health information to the nominee / representative mentioned in the consent form. All patients must authorize the release of their medical information and highlight to whom this information can be released. You can download a copy of the Consent form found on the left side of this page

## **HOW DO I OBTAIN COPIES OF MY MEDICAL RECORDS?**

Copies of medical records can be requested by completing the Consent for Release of Information form and submitting the document to the Medical Records Department, the Clinic, the Inpatient Wards, Medical Imaging, or the Laboratory. Copies of medical records will only be released through the Medical Records Department. Medical Records Department (Release of Information) is open from 10 am until 4 pm Saturday to Thursday.

## **WHEN CAN I GET MY REPORTS?**

- Laboratory results are made available in the Mobile Application (Link for IOS & Android) Once the final report is authorized by the respective department.
- Request for reports through email or in person, the reports will be released once the final report is authorized by the respective department.

## **CAN I HAVE A REPRESENTATIVE RETRIEVE MY RECORDS?**

Records can be released to a representative, spouse, or family member if the representative, spouse, or family member has a signed authorization from the patient authorizing the release. The representative, spouse, or family member must present a valid ID (passport copy or Emirates ID) and a copy of a valid ID from the patient before the information can be released. Records of minor children can be released to the parents without an authorization. The parent will need to present their ID to receive the records of their minor child or children.

## **HOW CAN I CHANGE/ ADD/ MODIFY THE EMAIL ADDRESS AND MOBILE NUMBER?**

1. Download the mobile app for changing the email address.
2. For changing the mobile number, the Change request form can be downloaded from left side. The same can be duly signed by the patient along with photo ID proof and send the scanned copy to [mrd@primehealth.ae](mailto:mrd@primehealth.ae) or handover in person to the reception.

## **CAN I HAVE MY RECORDS EMAILED?**

Yes, We will send your information to the registered email address that you have confirmed and duly signed in the General Consent form. If you do not have an email address registered with us, here are the 3 options;

1. Download the Consent for Release of Information form fill up and indicate your email address and send the scanned copy to [mrd@primehealth.ae](mailto:mrd@primehealth.ae) or handover in person to the reception.
2. Update by using mobile application.
3. Send us the duly completed consent forms to update the contact details.

**Information will ONLY be sent to the registered email address, for enquiries and further information, please send an email the [mrd@primehealth.ae](mailto:mrd@primehealth.ae)**

**Thank you**