



FAQ for Former MAIN Medical Radiology Patients

Who is Business Records Management LLC or BRM?

Due to the closing of MAIN Medical, Business Records Management LLC (BRM) has been selected to be the records depository for over 100,000 radiology films. BRM has been in the business of storing and distributing records since 1985. BRM is a Pittsburgh based records information management company providing services to over 1,200 companies throughout Western Pennsylvania including hospitals, physician offices, and imaging facilities.

How do I place my request for my radiology and/or mammogram films?

You can visit www.businessrecords.com/mainmedical.htm or call our automated hotline at (412) 249-1241 to request a Release of Information Form. Even if you have already placed a film request with MAIN Medical prior to their closure, you will still be required to complete a Release of Information form with BRM. Once the form is completed, it must be mailed, along with payment to:

Business Records Management LLC
Medical Record Correspondence
923 Bidwell Street
Pittsburgh, PA 15233

Is there a timeframe in which I can expect to receive my radiology and/or mammogram films?

In an effort to expedite releases, each facility will be indexed separately. Therefore, once indexing is complete, releases will begin to be processed for the respective facility. Please check our website weekly www.businessrecords.com/mainmedical.htm or call our hotline at (412) 249-1241 for facility indexing completion status. At the completion of facility indexing, requests will be available for pick up seven (7) days after the request has been received at BRM.

All films will be available for release after September 30, 2005. All requests made after September 30, 2005 will be distributed within seven (7) business days.

Why does this process take so long?

BRM must transport approximately 100,000 films, enter them into a tracking system and index each film. The original tracking system used by MAIN Medical no longer exists since they have closed.

How will my radiology and/or mammogram films be sent to me?

BRM will send your radiology and/or mammogram films Certified Mail via the US Postal Service.

Can I pick-up my radiology and/or mammogram films?

Yes. Your radiology and/or mammogram films will be ready for pick-up seven (7) business days after receipt of request and payment (as facility indexing is completed or September 30, 2005). Walk in requests are not accepted. State issued identification will be required for pick-up of any films from BRM.

Where do I go to pick up my radiology and/or mammogram films?

BRM will have the records available at our North side facility **ONLY**. The address is 923 Bidwell Street, Pittsburgh, PA 15233.

What will it cost for me to retrieve my radiology and/or mammogram films from BRM?

BRM will charge a flat fee of \$19.80 for the search and retrieval (which is non-refundable) and \$8.50 for certified postage.

The total cost for **certified mailing** is \$28.30 including the postage.

The total cost for **pick-up** of films is \$19.80.

Will there be a refund if my films are not located?

If you have paid BRM \$28.30 for your films to be mailed and the items are not located, BRM will issue a refund in the amount of \$8.50 by check or credit card adjustment (depending on original payment method). You will not receive a refund of the \$19.80 search and retrieval fee.

What will BRM accept as payment for my radiology and/or mammogram films?

BRM will also accept money orders, cashiers checks or personal checks. There will be a \$25.00 returned check fee added on to your bill for any personal check returned to us with insufficient funds. This will have to be paid before your radiology and/or mammogram films are sent to you or picked up.

Will you accept cash?

We cannot accept cash via mail or in person.

Can I fax my Request Form to you?

No. Release of Information forms will only be accepted through mail submission or by completion at our North side facility (923 Bidwell Street, Pittsburgh, PA 15233).

Can I request a film for a relative, or of a non-relative of whom I am Legal Guardian?

Yes. You must be able to provide legal documentation including Power of Attorney, Executor of Estate, Death Certificate, or have papers supporting your Legal Guardianship over the person you are requesting the radiology and/or mammogram films for.

Can my doctor request my radiology and/or mammogram films for me?

No. Only the patient, or relative (using Legal Documentation) or Legal Guardian can request the radiology and/or mammogram films. However, BRM can have your film(s) mailed directly to your doctor once your Release and payment are made.

Is there a deadline in which I must submit a request?

Yes. BRM will follow the records retention guidelines which were incorporated into the custodial agreement which is as follows:

Mammography – 12 years after most recent test

Pediatric – Age of majority plus 7 years

Other – 7 years after most recent test date

However, all records will be destroyed after May 27, 2010.

If I misplace my films, can you send me another copy?

No, BRM is sending the original films out. Duplicates do not exist.