



## FAQ for North Hills Pain Management Patients

### **Who is Business Records Management LLC or BRM?**

Due to the recent closure of North Hills Pain Management' office, Business Records Management LLC (BRM) has been selected to be the records depository for over 5,000 medical records. 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 3,000 companies throughout Western and Central Pennsylvania including hospitals, physician offices, and imaging facilities.

### **How do I place my request for my medical record(s)?**

You can visit [www.businessrecords.com](http://www.businessrecords.com) or call our automated hotline at (412) 249-1225 to request a Release of Information Form. Once the form is completed, it must be mailed, along with payment of \$19.80 to:

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

Once BRM receives the \$19.80 payment for the applicable search and retrieval, BRM will calculate the copy and postage costs and will provide you with the additional cost. Once the payment for copy and postage is received, BRM will release and mail the medical record copy.

### **Is there a timeframe in which I can expect to receive my medical record(s)?**

After receiving a completed Release of Information Form along with payment for the search and retrieval fee, copies of the medical record(s) will be made. BRM will invoice the cost of copying & the certified mailing cost to you in accordance with Pennsylvania state legislature (PA Act 26). Fulfilled requests will be distributed seven (7) business days after the paid photocopy & postage invoice is received at BRM.

### **How will my medical record(s) be sent to me?**

BRM will send your medical record(s) Certified Mail via the US Postal Service. BRM has been authorized to release a complete copy of the entire paper medical record and/or the original CD, when applicable.

### **Can I pick-up my medical record(s)?**

No. BRM has been asked to maintain custody of the original medical record(s), and copies of the original paper records must be made. The original CD (if applicable) of any medical records on CD will be released to the patient with copies of the paper record. This process will take some time to complete, and additional invoicing is required. To track the request, your medical record(s) copies will be sent via USPS Certified Mail.

### **What will it cost for me to retrieve my medical record(s) from BRM?**

BRM will charge a flat fee of \$19.80 for the search and retrieval (which is non-refundable). Once your medical record(s) has been retrieved and photocopy & postage costs have been calculated, BRM will send you an invoice for the necessary amount. This amount will vary due to differences in the number of pages for each individual medical record. North Hills Pain Management has instructed BRM to only release complete copies of the paper medical record and any **ORIGINAL** CD'S (if applicable) to the patient. The following are the fees:

<b>Photocopying:</b>	\$1.33/page (pages 1-20)
	\$0.99/page (pages 21-60)
	\$0.33/page (pages 61+)
<b>Postage</b>	Actual Cost

Postage charges are based upon the actual price that it will be to send the photocopies of the medical records and any original CD's via USPS, certified mail.

### **Will there be a refund if my medical records are not located?**

The \$19.80 fee is non-refundable and covers the search and retrieval of your medical record(s).

### **What will BRM accept as payment for my medical record(s)?**

BRM will 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 medical record(s) are sent to you.

**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 medical record(s) 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 medical record(s) for.

**Can my doctor request my medical record(s) for me?**

No. Only the patient, or relative (using Legal Documentation) or Legal Guardian can request the medical record(s). However, BRM can have your medical record(s) copies and original CD's mailed directly to your doctor once your Release form and payments are made.

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

All records will be destroyed after January 31, 2017.

**If I misplace my medical record(s), can you send me another copy?**

BRM is maintaining the original paper record(s) and is sending copies of the original via USPS Certified Mail. If there are CD records, the original CD will be released with copies of any paper records, and there will be no copy of the records on CD maintained at BRM. If your paper copies have been misplaced, new copies can be sent. However, you will be required submit a new Release of Information form and payment. Fulfilled requests will be distributed seven (7) business days after the paid photocopy & postage invoice is received at BRM.