



FAQ for Former Open MRI of Erie Patients

Who is Business Records Management LLC or BRM?

Due to the closing of Open MRI of Erie, Business Records Management LLC (BRM) has been selected to be the records depository for all of the Practices MRI films and MRI film reports. 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 Pennsylvania, Ohio, Maryland West Virginia and New York including hospitals, physician offices, and imaging facilities.

How do I place my request for my original MRI film(s)/photocopied MRI report(s)?

You can visit www.businessrecords.com (Patient Information Link) to download a form or call us at 412-321-0600 to request a Release of Information Form. Once the form is completed, it must be mailed, along with payment of **\$9.02** to:

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

Is there a timeframe in which I can expect to receive my original MRI film(s)/photocopied MRI report(s)?

Once BRM receives the \$9.02 payment and completed Release of Information form, BRM will release and mail original MRI film(s)/photocopied MRI report(s) within ten business days.

How will my original MRI film(s)/photocopied MRI report(s) be sent to me?

BRM will send your original MRI film(s)/photocopied MRI report(s) Certified Mail via the US Postal Service.

Can I pick-up my original MRI film(s)/photocopied MRI report(s)?

No. To track the request, your original MRI film(s)/photocopied MRI report(s) will be sent via USPS Certified return Receipt Mail.

Can I fax my Request Form to you?

No. Release of Information forms will only be accepted through mail submission with payment enclosed.

What will it cost for me (the patient) to retrieve my original MRI film(s)/photocopied MRI report(s) from BRM?

BRM will charge a flat fee of \$9.02. This fee was calculated based on the following:

Search and Retrieval:	\$1.50 (non-refundable)
Photocopying:	\$1.00 (up to 4 pages)
Postage:	\$6.52

All non-patient requests will be charged according to Pennsylvania Legislation.

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

The \$1.50 fee is non-refundable and covers the search and retrieval of your original MRI film(s)/MRI report(s). The postage and photocopy fee will be refunded if BRM does not have the items in storage.

What will BRM accept as payment for my original MRI film(s)/photocopied MRI report(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 original MRI film(s)/photocopied MRI report(s) are sent to you.

Can I request original MRI film(s)/photocopied MRI report(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 original MRI film(s)/photocopied MRI report(s) for.

Can my doctor request my original MRI film(s)/photocopied MRI report(s) for me?

No. Only the patient, or relative (using Legal Documentation) or Legal Guardian can request the original MRI film(s)/photocopied MRI report(s). However, BRM can have your original MRI film(s)/photocopied MRI report(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 February 28, 2011.

If I misplace my MRI film(s), can you send me another copy?

No, BRM is sending the original film(s) out. Duplicates do not exist.