

# REQUESTING MEDICAL RECORDS

Patients may request a copy of their personal medical information from Frisbie's Medical Records Department. Anyone requesting copies of their medical records is required to fill out completely the *Authorization to Use & Disclose Health Information* form.

There are four convenient ways to submit your request for your personal medical information:

**1** By **MAIL**: Send request to:

Frisbie Memorial Hospital, Medical Records Department  
11 Whitehall Road, Rochester, NH 03867

**2** By **FAX**: Fax request to the Medical Records Department at (603) 332-2699 or (603) 994-7419.

**3** In **PERSON**: Visit the Medical Records office, during regular business hours, Monday–Friday, 8:00am – 4:30pm.  
\*You must bring a photo ID. If you need to arrange for same-day pick-up of your records, please call ahead so that they can accommodate your request. There may be a fee to receive a copy of your medical records.

**4** By **PHONE**: Call the Medical Records Department at (603) 335-8414. Staff may be assisting other patients when you call. Please feel free to leave a message detailing your request.

**When submitting a request for your personal medical record, you will need to provide the following information:**

- ✓ Full legal name
- ✓ Date of birth
- ✓ Telephone number
- ✓ Mailing address
- ✓ Identify the type of record(s) and the date(s) of service

*Additional information on other side.*

## PLEASE NOTE:

The Medical Records Department **does not provide** the following information:

- Images of your radiology exams - Call (603) 335-8400 to request images on a CD
  - Birth /death certificates - You will need to contact the town /city in which you were born. If you were born in Rochester, please contact the Rochester City Clerk's office at (603) 332-2130.
  - Medical information over the telephone or by e-mail
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## DO YOU WANT CONVENIENT & SECURE ACCESS TO YOUR PERSONAL HEALTH INFORMATION?

The My Frisbie CONNECT patient portal is a fully integrated personal health record that you can access anytime and anywhere using a computer, tablet or smartphone. Not yet signed up? Ask a member of our office staff to assist you in creating your very own account. Access your health information from one location:

- View, download or transmit your Health Summary
- View laboratory results & radiology reports
- View allergies & health conditions
- Track immunizations and other health maintenance items
- Review current medications, view information about your medications, and request prescription renewals
- View visit history, including hospital discharge instructions