

NORTHERN NEVADA ADULT MENTAL HEALTH SERVICES (NNAMHS)  
POLICY AND PROCEDURE

SUBJECT: CONSUMER ACCESS TO MEDICAL RECORDS

NUMBER: NN-IM-MR-01

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ORIGINAL DATE: 02/06/89

REVIEW/REVISE DATE: 07/25/90, 09/03/92, 06/30/95, 12/20/01, 06/7/07, 4/15/10,  
2/21/13

APPROVAL: Cody L. Phinney, Agency Director

I. PURPOSE

To ensure the rights of consumers to review or receive copies of their medical record.

II. POLICY

NNAMHS recognizes the consumer's right to review and receive copies of their medical record and will allow consumers to do so as specified in the Nevada Revised Statutes (NRS).

II. REFERENCES

1. NRS 433.504 Right to information; inspection and copying of records.
2. NRS 629.061 Health care records: Inspection; copies; use in public hearing; immunity of certain persons from civil action for disclosure.

#### IV. PROCEDURE

1. The consumer or authorized representative shall complete the Request to Inspect Medical Record, MR-121.
2. The NNAMHS staff member receiving the MR-121 will verify the consumer's identification, complete the identification statement on the MR-121 and forward the form to Health Information Services (H.I.S.) who will notify the attending physician of the request.
3. If the attending physician determines that the information contained in the medical record would be detrimental to the emotional or physical health of the consumer or other involved parties, they will state the reasons on the MR-121.
4. HIS staff will notify the Officer of the Day (OD) or designee for a second opinion. If the OD agrees that the information contained in the medical record would be detrimental to the emotional or physical health of the consumer or others involved, they will state the reason on the MR-121.
5. The consumer will not receive copies of their records if the attending physician and OD agree not to release the information. The attending physician may, however, arrange a conference whereby the consumer may review the record in the presence of the attending physician or designee during regular office hours.
6. If the attending physician determines that the information contained in the medical record would not be detrimental to the emotional or physical health of the consumer or others, they will approve the release of records. The consumer will receive requested copies and will be charged \$.60 cents per page. The consumer will not be given access to the electronic medical record.
7. If an agreement cannot be reached between the attending physician and OD, the request will be referred to the Associate Medical Director or designee who will make the final determination.
8. If the consumer's attending physician is no longer on staff, the Chief of Staff or designee will make the initial determination and the OD or designee will make

the second determination if necessary. In case of conflicting determinations, the Associate Medical Director or designee will make the final determination.

9. If the consumer only wants to review their records and not receive copies, they must schedule an appointment with a clinician to do this.
10. Staff members, other than HIS staff, are not authorized to copy the medical record.