

PROCEDURE

Corewell Health East - Laboratory Provision of Patient Results Request - Dearborn, Grosse Pointe, Royal Oak, Taylor, Trenton

This Procedure is Applicable to the following Corewell Health sites:

Corewell Health Beaumont Grosse Pointe Hospital, Corewell Health Dearborn Hospital, Corewell Health Taylor Hospital, Corewell Health Trenton Hospital, Corewell Health William Beaumont University Hospital (Royal Oak)

Applicability Limited to:	N/A
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Functional Area:	Clinical Operations, Laboratory
Lab Department Area:	Lab - Phlebotomy

1. Principle

To provide guidance when receiving a request from a patient or a patient's personal representative for laboratory test results, under Health Insurance Portability and Accountability Act (HIPAA), the laboratory has 30 days to respond to the request for completed test reports.

2. Responsibility

Laboratory Staff

3. Procedure

- A. The patient will request lab results from Patient Service Center staff.
- B. If the Patient Service Center has Corporate registration, the patient request for lab results will be completed at the time of registration.
- C. If the request for the laboratory test results is received by laboratory personnel, following are the options for a patient to receive their results.
 1. Option 1: Suggest the patient contact their physician, as it would allow the patient an opportunity to discuss results with the ordering physician.
 2. Option 2: Suggest the patient sign up for myChart using either the hospital or lab websites. Registration staff can also assist the patient with signing up during the registration process.
 - a. Go to www.corewellhealth.org.org and select the "myChart LOGIN" icon at the top of the screen.
 - b. Go to www.beaumontlaboratory.com and select "Patients".
 3. Option 3: The lab staff can present the patient with "Authorization for Release of Health Information" form to fill out; this will be sent to Health Information Management (HIM). The form can be found at [Corewell Health Medical Records](#).
 - a. Patient will complete the form.
 - b. The laboratory personnel will verify a patient's identity via a driver's license, state issued ID or Passport.
 - c. The form is faxed to HIM. Fax number: 248.898.7432

Entities will reference associated Documentation contained within this document as applicable
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- d. If a patient states they have already filled out the Authorization form, the patient will have to contact Medical Records to inquire about the status as the laboratory defers to Medical Records to handle release of patient medical records. Medical Record's phone numbers can be found online at [CHE Medical Records](#).

4. Revisions

Corewell Health reserves the right to alter, amend, modify or eliminate this document at any time without prior written notice.

5. Procedure Development and Approval

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6. Keywords

Not Set