



PEACHTREE ORTHOPEDICS
Medical Records Department
Frequently Asked Questions from Patients

1. How can I request my records?
 - a. Visit our website www.peachtreeorthopedics.com.
 - b. Ask the Front Desk team or scan the QR code on the front desk counter.
2. How do I check the status of a submitted medical records request? **You can contact our Medical Records department directly at 404-425-1104.**
3. After submitting a request, will I receive the email confirmation from stating my records are ready? support@providerflow.com
4. Can I obtain a paper copy of my medical records at the office?
No. Records are safely distributed via email, fax, or USPS mail.
5. Can I obtain my films/images on a USB drive at the office?
Yes. Via the request form, in the "Other" section, note: Pick up, Location, USB drive.
6. Is there a charge for me to receive my films/images? **No.**
7. Is there a charge for me to receive my medical records? **No.**
8. Can I view my medical records on the Patient Portal?
Patients can view a summary of their office visits on the Patient Portal.
9. Can I request records on behalf of my child who is under 18 years of age? **Yes.**
10. Can a relative other than a parent/legal guardian request records on a patient's behalf?
Yes. A completed Medical Power of Attorney form must accompany the request.
11. Can I request sensitive information (i.e., drug abuse, alcohol abuse, psychiatric care) to be redacted/removed from my records?
No. Please visit HHS.gov for more information.
12. Who can help me obtain records from an outside facility for my Peachtree Orthopedics provider? **The treating provider's Administrative Assistant can assist you.**
13. How can I contact the Medical Records department at Peachtree Orthopedics?
You can call us directly at 404-425-1104 or email us at medrecrequest@pocatlanta.com