



## PEACHTREE ORTHOPEDICS

### Medical Records Department Frequently Asked Questions from Patients

1. How can I request my records?
  - a. Visit our website [www.peachtreeorthopedics.com](http://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, who will I receive the email confirmation from stating my records are ready?  
[support@providerflow.com](mailto:support@providerflow.com)
4. Can I obtain a paper copy of my medical records at the office?  
**No. Records are safely distributed via email 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?  
**Yes.**
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](http://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?



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