



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?
Please call our copy service, Providerflow: 1-800-600-1478.
3. After submitting a request, who 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 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 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?
medrecrequest@pocatlanta.com