

Frequently Asked Questions

- **My child's school needs a copy of immunization records. How do I request that?** You can contact the release of information department for a copy. Your child's pediatrician can also print out a copy of your child's immunization record for you.
- **Can a patient review and/or receive copies of their own medical record?** Sanford offers secure online access to *portions* of your clinic medical record, such as test results, through Sanford My Chart. If you are not currently a Sanford My Chart user, please click [here](#) for more information and to sign up. For access to *all* portions of your medical record for any Sanford Sioux Falls Region facility, a written request needs to be filed with Health Information Management – Release of Information. You may also view your medical records by appointment in the Release of Information department.
- **Who is authorized to sign the authorization form?** The authorization must be signed by the patient age 18 or older, a parent if the patient is a minor, or the patient's legally empowered representative/guardian.
- **What if the patient is deceased?** If a patient is deceased, the authorization must be signed by the appointed personal representative. Otherwise, a surviving spouse, an adult child, a parent, or responsible next of kin may authorize release of records.
- **What is the charge for copies of medical records?** There is no charge for copies of the medical record given directly to the patient or another healthcare provider.
- **How long does it take to receive requested information?** We process requests as quickly as possible. We do require a minimum of 48 hours from the time we receive the request to process it. If medical records are needed for urgent healthcare related needs, stat services are available. It is important to note on your request, the date the records are needed. For stat services, please contact us at the number above to make special arrangements. You will be contacted by one of our customer service staff should there be any major delays in processing your request.
- **When you send records to another facility do you send copies or the original?** The medical record itself is a legal document and the property of Sanford Health. Therefore, the original medical record stays at Sanford and copies are sent to the other facility.
- **Can't my doctor, who is outside of Sanford Health, request my records?** No, we need your written request to send information unless it is an emergent medical situation.
- **Who can pick up medical records?** If someone other than the patient will be picking up copies of medical records, please let us know in advance. The person picking up the medical records must bring written authorization from the patient. ID is required for all pickups.