Welcome to the Medical Records Department

The Medical Records Department is a support service of The Valley Hospital whose primary purpose is to contribute to the quality of patient care through the development and maintenance of a comprehensive, centralized medical record system.

General Facts/Important Information

- Physicians who are on “Suspension” cannot electively admit patients until they complete their medical records. A Suspension list is generated every other Thursday of each month. *See Medical Staff Rules for our Chart Completion Policy.

- Physician charts are left in the Doctor’s Incomplete Room with their name upon request. If a physician does not come in to complete their records within one week, the records are returned to allow other physicians the opportunity to complete their portion.

- A Medical Record cannot leave the Medical Records Department unless the patient is in house.

- Staff who need to review a record are asked to have their Manager contact Karla Salvador at (201) 447-8109 before coming to the department.

- Doctor’s Requests are handled in 1 week unless it is a STAT request. Copies of progress notes for billing purposes are placed in the physician mailboxes only.

- Audit Chart Requests require one week advance notice. Requests must include patient name, medical record numbers, and discharge dates.

- Requests for copies of medical records for patients/employees can be requested post discharge. A release form must be filled and signed by the requestor (a parent must sign for children under 18 years of age). By law, we have 30 days to fulfill each request. Copies are $1 per page unless the information is to be sent directly to a physician for continuum of care.

- Copies of records can be picked up by another party that is not the requestor as long as this is indicated on the release form. A valid driver’s license/county I.D. is required in order to release Protected Health Information to the requestor or designee.

- All release of information is done via mail, fax or pick-up. No verbal information is given over the phone at anytime.

- Faxing of Protected Health Information is only sent to physician offices upon the receipt of completed patient release form in the event of an emergency. Copies of records are never faxed directly to any patients’ home.

- Emergency room records are received 3-5 days after patients are treated and released and are found in the Emergency Department prior to arriving to Medical Records.

- Registration issues/concerns should be directed to the originating floor where the patient was registered.

- Death certificates are not a part of the legal medical record.
• Physicians can currently sign up for auto-faxing of their Medical Record dictation during normal business hours.

• Physicians must come to Medical Records to sign up for electronic signature.

• Change of patient address must be done in writing with a copy of a valid driver’s license sent to the Medical Records Department.