

## Long-Term Care Survey Alert

### **Reader Questions: Get the HIPPA Scoop on How to Handle Resident/Family Requests for Medical Records**

Question: How quickly does a nursing facility have to comply with an authorized request to review a resident's medical records?

Answer: HIPAA requires a covered entity to respond to record requests within 30 days, says Berchem. But federal regulations governing nursing homes are more stringent. Thus, "facilities must provide access to records within 24 hours, excluding weekends and holidays, and right to copies upon request and two working days notice."

Berchem notes that "many facilities have policies and procedures that require supervision while a resident or representative is reviewing the original record." While providing supervision isn't a requirement, the practice does help make sure the record remains intact and isn't altered in any way, she advises.