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**Owner:** Hannah Tilley: HCS-Mgr HIM  
 Operations-U  
**Policy Area:** Health Information  
 Management  
**Policy Tag Groups:**  
**Applicability:** UNC Medical Center

## Medical Records Control (Paper-Based)

### I. Description

Procedure for accessing paper-based patient medical records by employees and other representatives of the UNC Health Care System who require access to the information for the purposes of performing their authorized job responsibilities.

### II. Rationale

The Health Information Management ("HIM") Department shall be responsible for maintaining and promptly providing to authorized requestors the paper-based medical record for each patient who has received medical care from the University of North Carolina Health Care System ("UNCHCS") and for whom a paper-based medical record exists.

**NOTE:** HIM began scanning outpatient records into WebCIS in July of 2006, ambulatory surgery center records in June of 2007, and inpatient records in September of 2007.

To assure the security and confidentiality of medical records, UNCHCS will follow the procedures outlined below.

### III. Policy

#### A. Procedure

1. Paper-based medical records are to be signed out only to authorized staff members for transport to specified locations. **See UNCHCS Policy, "Information Security."** Requesters may be asked to show their UNCHCS name badge or university identification prior to obtaining medical records.
2. No part of a patient's medical record (paper based and electronic) is to be copied or released to unauthorized persons without written permission of the patient or the patient's authorized representative, or pursuant to a valid, North Carolina court order. See UNCHCS Policy , "Use and Disclosure of Protected Health Information Based on Patient Authorization." All outside requests for copies of records must be referred to Release of Medical Information, except in the case of the patient's transfer to another facility, and where certain exceptions apply, as noted in the UNCHCS Policy, "Patient Right to Access, Inspect and/or Obtain a Copy of Protected Health Information (PHI)," and UNCHCS Policy (referenced above).
3. Records in the electronic medical record (EMR) identified as "Break the Glass" warrant increased security

due to legal or potential legal action, the patient's or the patient's family's request, or the judgment of the attending physician. See UNCHCS [Policy , "Information Security,"](#) and , "Privacy/Confidentiality of Protected Health Information (PHI)."

## IV. Additional References

UNCHCS Policy , "Use and Disclosure of Protected Health Information Based on Patient Authorization"

UNCHCS Policy , "Patient Right to Access, Inspect and/or Obtain a Copy of Protected Health Information"

[UNCHCS Policy, "Information Security"](#)

UNCHCS Policy, "Privacy/Confidentiality of Protected Health Information (PHI)"

### Attachments:

No Attachments

### Applicability

UNC Medical Center

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