

SOAR Medical Records
Summary of Healthcare Agency Protocols
April 3, 2011 REV 5-9-12

Connecticut Mental Health Center

Contact: Beverly Clark, Supervisor of Medical Records (203) 974-7321 or Beverly.clark@po.state.ct.us

Summary of Process:

- SOAR Case Managers get signed SSA-827 AND DMHAS ROI Form AND CMHC ROI
- These 3 ROI combined can be used to request CMHC medical records AND disclosure of information from third party providers or sources

CT Department of Correction

Contact: Valarie Boykins, Valarie.Boykins@po.state.ct.us

Summary of Process:

- Complete DOC Release of Information form to request medical records; make sure that clients sign off on the "third party" section of the release
- Fax completed ROI to attention Valarie Boykins at (860) 253-8218
- For persons who have been discharged, medical records will be at DOC warehouse (Valarie Boykins is contact for warehouse). If medical records are still at DOC facility, Valarie will be point person to secure records from facility.

Hill Health Center

Contact:

- Ramona Fain, Release of Information Coordinator
Cornell Scott Hill Health Corporation
400 Columbus Avenue, New Haven CT 06519 (FOR MEDICAL RECORDS)
- For other questions: Phaedra Ebron at CS-HHC (203-503-3142)

Summary of Process:

- SOAR case managers should first contact Ramona Fain to inform her that request(s) will be coming related to SOAR
- CS-HHC will attempt to expedite responses to all requests (within 10 days), but they can take up to 30 days (standard of practice)
- CS-HHC is modifying their ROI to make it SOAR-relevant (specify that use of records will be for submission of disability application to SSA)
- Important to be as specific in the request as possible—dates, and what type of records/notes requested
- Helpful to include language that request is to support a request for disability

Hospital of St. Raphael

Contact: For persons w/last name starting with letters A-M: Cathy at (203) 789-3468
For persons w/last name starting with N-Z: Renee at (203) 789-4207

Summary of Process: Call either Cathy or Renee, depending on client last name; they will mail ROI to you (you must use HSR release of information form). Complete ROI and include statement that client unable to pay for copying fee, and request waiver of that fee. Mail ROI back, and will receive records within 30 days

Yale New Haven Hospital and Yale Psychiatric Hospital

Contact: Joanne Pinto, Supervisor Medical Records; 203-688-5288 joanne.pinto@ynhh.org

Summary of Process:

- Use YNHH ROI form (included)
- Submit request to Joanne Pinto