

Amendment Request Process FAQ

How long does it take for an amendment request to be processed?

Usually, it takes no more than 10 days to process the amendment request. If unusual circumstances have delayed the processing of the amendment request, HIM will inform you in writing about the delay.

Will someone be getting back to me on the status of my request?

Within 10 days of receipt of the request, HIM department will inform you in writing whether the request was approved or denied by your provider or if more time is needed to complete the request.

What can I request to be amended in the medical record?

If you believe that something was documented incorrectly, you have the right to submit an amendment request. The examples of data in question are family history, social history, immunizations, or any other information in your medical record.

Please be aware that billing questions are not covered by the amendment request process. For help with billing questions, please visit our website:

[Billing & Financial | Kirkland, WA | EvergreenHealth](#)

How can I submit an amendment request?

Please [download and complete an amendment request \[PDF\]](#).

The request must be completed by you or your legal representative. If completed by your legal representative, proof of legal representation must be submitted with the request.

Send the completed form to the EvergreenHealth Health Information Management department by one of the following methods:

- Email to: roi-him@evergreenhealthcare.org
- Fax to: (425) 899-2064
- Mail to: EvergreenHealth, Health Information Management MS-49, 12040 NE 128th Street, Kirkland, WA 98034

What is the process of amendment request?

After the amendment request is received and reviewed by HIM, the request will be routed to the provider who originated the portion of the record you would like to be amended.

The provider will review the request, decide whether the request is accepted or denied and inform HIM department of the decision.

What will be in the medical record if my request is accepted?

If an amendment request is accepted by the provider, they will amend your medical record. HIM will inform you in writing that the amendment has been granted. The amendment request will become a permanent part of your medical records and will be included in all future disclosures pertaining to this data.

What will be in the medical record if my request is denied?

If the amendment request is denied by the provider, HIM will inform you in writing that the amendment has been denied.

Based on this denial, you have the right to submit a written statement of disagreement to EvergreenHealth HIM.

If you choose to submit a written statement of disagreement, the provider may prepare a written rebuttal to your statement, and you will be provided with a copy of the written rebuttal.

The amendment request will become a permanent part of your medical record as well as written statement of disagreement if you choose to submit one and any rebuttal by the provider. These documents will be included in all future disclosures pertaining to this data.