



Patient's Health Data Request Policy

Illinois Eye Associates
540 W. North Street Suite 209
Manhattan, Illinois 60442
815-478-0100

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PATIENT'S HEALTH DATA REQUEST POLICY

Section 164.308(a)(5)(i)

PURPOSE

The purpose of implementing the policy is to ensure electronic protected health information of Illinois Eye Associates is made accessible to all authorized parties in a timely manner.

POLICY

Illinois Eye Associates mandates that all authorized requests for patients' health data are met within 30 days of patient request.

With limited exceptions, the HIPAA Privacy Rule provides patients with a legal, enforceable right to see and receive copies upon request of the information in their medical and other health records maintained by Illinois Eye Associates's practice. This may include any medical records that Illinois Eye Associates has received specifically in regards to the patient from another previous provider.

Illinois Eye Associates requires patients to request access by written request using the practice's own form, and Illinois Eye Associates must inform individuals of this requirement. For written requests, patients may submit their request to Illinois Eye Associates in person, by mail, or by email. Illinois Eye Associates may also offer the option of using other electronic means like a secure web portal to make requests.

To comply with the Privacy Rule Illinois Eye Associates will take reasonable steps to verify the identity of an individual making a request for access. The Rule does not mandate any particular form of verification, such as obtaining a copy of a driver's license, but rather generally leaves the type and manner of the verification to the discretion and professional judgment of Illinois Eye Associates. Any steps taken to verify patient identity must not create an unreasonable delay in the disclosing process.

In providing access to the patient, Illinois Eye Associates must provide access to the PHI requested, in whole, or in part, no later than 30 days from receiving the



individual's request. If Illinois Eye Associates is unable to provide access within 30 days – for example, where the information is archived offsite and not readily accessible – Illinois Eye Associates may extend the time by no more than an additional 30 days. To extend the time, Illinois Eye Associates must, within the initial 30 days, inform the individual in writing of the reasons for the delay and the date by which Illinois Eye Associates will provide them access. Only one extension is permitted per access request.

The Privacy Rule permits Illinois Eye Associates to impose a reasonable, cost-based fee if a patient requests a copy of their PHI. The fee may be included only if agreed to by the patient beforehand, and if: there is labor for copying the PHI requested by the patient, there are supplies for creating the paper copy or electronic media like a CD or USB drive if the patient requests records via electronic device, there is postage when the individual requests that the copy be mailed, or if there is preparation involved for the copy of the PHI.

