



## Medical Records FAQs

**Can I discuss my partner, child, sibling's labs, appointments, records, medications, etc over the phone?**

*The patient will need to submit a Release of Information (Verbal) allowing you to speak on their behalf. If the patient is a minor child and you are the parent or legal guardian, no ROI is needed. For more information, please call 541-888-9494 ext 2201.*

**Can I request the records of my spouse, child, parent, or other family member?**

*If the patient is 15 years of age or older and authorizes you on the authorization form, we can release the records to you. If the patient is 15 years of age or older and is mentally incompetent or incapacitated, you will need to present one of the following:*

- *Durable Power of Attorney (Please contact an attorney of your choice for a durable POA. If you have a power of attorney, is your power of attorney financial or medical? If there is no allowance for medical decisions, we cannot release medical records to you. A power of attorney is only valid while the patient is alive.)*
- *Advance Directive. (An advance directive is only valid while the patient is alive.)*
- *Guardianship form (You must petition the court for this document). If the patient is deceased, records are released to next of kin indicated on the death certificate. Without a death certificate, records are released in the following order (1) Spouse (2) Child (3) Parent (4) Sibling. Supporting documents such a birth certificate may be needed. Records can also be released to an executor or administrator of the estate.*

**Can my providers and physicians request a copy of my medical records?**

*For continuation of care, your providers may simply fax a records request to us free of charge to the KWC Medical Records Department at either the Coos Bay or Eugene location.*

**I need my records for insurance or disability purposes.**

*You may sign a release form from your insurance or disability company requesting records, they can fax this to the KWC Medical Records at either the Coos Bay or Eugene location.*

**A member of Law Enforcement needs my records.**

*Please complete a records request form above along with the name of the individual or agency that needs your records.*

**My attorney needs my records.**

*You can either complete an authorization form with your attorney or you may complete a form requesting your records be sent from us to your attorney along with the name of the individual or agency that needs your records.*



**Can I request specific records instead of my entire record?**

*Yes, please specify on the form which records or time periods you are looking to obtain.*

**I need my physician to complete a form for insurance, disability/FMLA or other purposes.**

*Please contact Medical Reception at 541-888-9494, option 1 for KWC Coos Bay or (541) 916-7025 for Eugene.*

**I need to update my phone, address, or insurance information.**

*Please contact Medical Reception at 541-888-9494, option 1 or (541) 916-7025 for Eugene for any updates to your phone or address. For insurance updates, please contact the Billing Office at 541-888-9494, option 3 for KWC Coos Bay or (541) 916-7025 for Eugene.*

**Who do I speak to about referrals?**

*Please contact Medical Reception at 541-888-9494, option 1 for KWC Coos Bay or (541) 916-7025 for Eugene regarding referrals.*

**Who do I speak to about Prior Authorizations?**

*If you are a patient, please contact Medical Reception at 541-888-9494, option 1 for KWC Coos Bay or (541) 916-7025 for Eugene regarding PA's.*

**Ko-Kwel Wellness Centers Medical Records Contact Information**

Ko-Kwel Wellness Center-Coos Bay  
Attn: Medical Records  
630 Miluk Drive  
Coos Bay, OR 97420  
Phone: 541-888-9494, *opt 1, then option 9*

Fax: 541-888-5556 or 541-982-3439  
[KWC.medical@coquilletribe.org](mailto:KWC.medical@coquilletribe.org)

Ko-Kwel Wellness Center-Eugene  
Attn: Medical Records  
2401 River Rd. Ste #101  
Eugene, OR 97404  
Phone: (541) 916-7025

Fax: 541-916-7027  
[KoKwel.Eug@coquilletribe.org](mailto:KoKwel.Eug@coquilletribe.org)