



Medical Record Amendment Requests – FAQ

Can I request a change? Yes. You may request an amendment if you believe information in your medical record is inaccurate or incomplete.

Will my record be changed? No. Medical records are never changed, deleted, or replaced. If an amendment is approved, it is added to your record as additional information. The original documentation always remains.

Medical records are legal documents, and many requests cannot be approved.

Why are records often not approved?

Medical Records (General Medical Care)

- **Accurate at the time of care**
The record reflects what was known and documented at the time of your visit.
- **Provider cannot verify a different account**
If the provider does not recall the event differently, the original documentation stands.
- **Information came from reliable sources**
This may include EMS, dispatch, law enforcement, caregivers, or other providers.
- **Clinical judgment or opinion**
Diagnoses, impressions, and medical decision-making are not typically amended.

Behavioral Health Records

- **Clinical impressions are part of the record**
Behavioral health documentation often includes professional observations, impressions, and assessments, which are not typically amended.
- **Patient-reported information is documented as reported**
Notes reflect what was shared during the encounter, even if perspectives change later.
- **Context and interpretation matter**
Behavioral health records are based on clinical evaluation over time, not just isolated facts.

All Records

- We can only amend records **created by GVH**
- Requests based solely on disagreement, preference, or after-the-fact interpretation are **unlikely to be approved**

What happens if my request is not approved? You may submit a brief, focused written statement of disagreement. This will be added to your record and included when the relevant information is shared. GVH reserves the right to **reasonably limit the length of a statement of disagreement and may summarize it** if necessary to ensure it is appropriate for inclusion in the medical record.

If approved, what changes? Nothing in the original record is changed, removed, or deleted. Your amendment is added as a separate entry.

