

FAQ's

Iron Mountain

- Who or what is Iron Mountain, and why do they have my records?

Your former medical group filed for bankruptcy, and is no longer in operation. In order to distribute medical records to the former patients, the Federal Bankruptcy Judge approved an agreement with Iron Mountain to store and distribute them. Iron Mountain is a reputable and professional company that has been in the records storage and management business since 1951.

Forms/Requests

- How do I place my request for a file?

KPC will continue to take requests until September 12th and can be reached at 714-560-7780. After that date, contact Iron Mountain directly at 213-891-4143.

- I already sent in a request so do I need to fill out another for Iron Mountain?

Yes. Even though your original request will be processed you will still need to sign a new release form and make payment arrangements prior to Iron Mountain releasing the record. Unfortunately, at this time we are unable to verify if we received a specific request. If you are concerned that we may not have your request on file please fill out an Iron Mountain request and send it to the address on the form.

- Last time I called I was told it was sent, but it still hasn't come, what should I do?

Please give me all of the pertinent information (name, DOB, mailing address). We will track the delivery and contact you with the results.

- I received my file but it was not complete what should I do?

Please provide details with as much information as possible, and indicate which records you believe are missing. (Name, DOB, former Medical Group and location, description of missing item(s)). We will investigate and call you back.

- Can you give me an idea of when I will hear from you?

Due to the volume of records we are indexing it may be several weeks before your record is located. Once this is completed our goal is to have your record ready for delivery or pick-up within one week of ordering.

- Why is it taking so long?

Each record needs to be manually indexed, as the former tracking system used by your medical facility is not 100% complete.

- Why do I have to pay if I submitted my form prior to Iron Mountain taking over?

This represents a discounted rate covering the costs associated with the cataloging, retrieval and processing of each request. It is a customary and industry standard fee for the transfer of medical records and has been approved by the Federal Bankruptcy Court.

- Can I fax my form to you?

No, Unfortunately, we cannot accept faxed requests, as we need original signatures on the request forms

- Can I request the file for my relative?

Yes, If you are a legally authorized representative of the patient. A brief explanation is required.

- Can I request the file for a non-relative whom I am legal guardian of?

Yes

- Can my doctor request my file?

No, you must complete the request and submit fee. We will be happy to mail the records to your Doctor if you indicate that address for your delivery.

- Can I request the file for my child?

Yes, Provided you are the parent or legal guardian.

Payment/Fees

- Will you accept cash or money order? (I do not have a checking or Visa/Master Card Account).

We cannot accept cash but a money order or certified check will be fine.

- Why do I have to pay \$6.50 for shipping?

This is based on the rate provided by delivery service.

- Why do I have to pay \$15.00?

This represents a discounted rate covering the costs associated with the cataloging, retrieval and processing of each request. It is a customary and industry standard fee for the transfer of medical records and has been approved by the Federal Bankruptcy Court.

Delivery/Pick Up

- What identification do I need to pick up in person?

A photo ID, such as a driver's license, will be checked. In some instances, a social security card may be necessary to verify the correct chart, if information on the chart is incomplete.

- Where do I go to pick up my file?

You will be contacted by phone with "will call" arrangements.

- What are your hours of operation?

8AM to 5PM Monday through Friday.

- Will my file be sent overnight?

No. We are using ground service that should arrive to most locations within 2 to 3 days.

- Does it require someone be here to sign for it?

Yes. To track the packages we are asking for a proof of delivery.

- I live out of state; can my records be delivered directly to my doctor?

We can ship them to your doctor if you indicate that on your request form and provide us with the Doctor's address.

- Can I send someone to Cerritos to pick up my file for me?

Yes, with written authorization and identification.

Miscellaneous

- Can you read something to me over the phone from my file?

No. Information in patient records is protected under HIPAA regulations.

- I don't want you to destroy my records. How can I be sure you will give me all of them?

We are individually listing all records so our computer tracking system will know if we receive multiple records for an individual patient.

- What happened to KPC (Mullikin, Friendly Hills, USFC, PPSI)?

They filed for bankruptcy in November 2000, and are no longer in operation. Please refer to court documents for specific information.