

MEDICAL RECORDS

We facilitate the creation, maintenance, security, transfer and retirement of medical records for Active Duty, Retirees and Family Members who are enrolled at Naval Health Clinic Charleston. As an accredited medical treatment facility, NHCC abides by standards and policies that ensure the privacy and security of your health information.

Closed Record System

Per Department of Defense (DoD) Instruction 6040.43 found on the [DoD Instructions Website](#), NHCC operates under a closed medical record system. Hand carrying of medical records is strictly prohibited unless you are active duty on deployment, TAD or in receipt of PCS orders to an operational unit or OCONUS.

We understand how important your medical record is to you and your family. We want to assure you that we are committed to maintaining your medical records and your privacy within a safe, secure environment, and make your records available when needed.

What is a Closed Medical Record System?

A system that enables the NHCC to maintain positive custody of our beneficiaries' medical records at all times. This means your medical record will never leave the clinic while you are enrolled here. This eliminates the possibility of it being lost and ensures its availability when needed.

Why can't I keep my medical record?

It is the property of the US government - Article 16-10 of the Manual of the Medical Department prohibits the hand-carrying of medical records by patients.

- It is needed to ensure that current information such as lab reports, radiology results, medications and treatment plans are recorded in your record.
- It also ensures medical readiness for Active Duty members.
- If your medical record is kept at home, it is impossible for our trained medical records staff to maintain and update it as needed, and it will not be available for review before scheduled appointments.

How do I request copies of my medical record?

Complete this [Record Reproduction Request](#) form and mail, fax (843) 794-6044, or bring your request along with a picture ID to Outpatient Records, Room 2216.3.

- You may also request a copy in person at the Outpatient Records Office. Copies can be mailed to an address you provide or picked up in person. Please provide your phone number so we can reach you when your copies are ready. Copies of record will be available in approximately 20 days from receipt of request.
- If you wish to authorize others (i.e. caregiver, family member) to request and receive your medical information on your behalf, the [DD2870](#) must be filled out completely, naming the person on the form that you wish to give that authority.

Family member and retiree records are archived to the National Personnel Records Center two years after the last date of service. Active Duty records are sent to the VA upon separation or retirement from active duty. If you need copies from a record that has been archived, please contact our [Release of Information Office, \(843\) 794-6079](#) for assistance.

CONTACTS

Hours of Operation
0730-1630

Outpatient Records

(Retirees, Family Members & NHCC Staff)

Location: Second Deck,
Records Hallway,
Room 2216.3

Phone: (843) 794-6050

Fax: (843) 794-6044

Military Medicine Records

(Active Duty Records)

Location: Second Deck,
Military Medicine Clinic

Phone: (843) 794-6728

Fax: (843) 794-6727

Release of Information

Location: Second Deck,
Records Hallway,
Room 2223.1

Phone: (843) 794-6079

Fax: (843) 794-6044