**What should patients do if they notice something in a note that needs correction?**

* Patients using MHAV may send a MHAV message as an informal request to change their records. If a provider agrees that a requested change is appropriate, he or she may make the amendment in eStar, which will then update in MHAV.
  + Providers may decide that the requested change is inappropriate or unnecessary for care purposes. If the patient is not satisfied, the patient should be directed to the Privacy Office.
* If a patient does not have MHAV access, or if the patient prefers, he or she may use the formal process for requesting amendments to the medical record as outlined in VUMC’s policy IM 10-20.02 - Patient Request to Amend Protected Health Information, <https://vanderbilt.policytech.com/docview/?docid=12090>. Patients submit all requests to amend their records in writing to the VUMC Privacy Office using the Request for Amendment of Medical Information form.
  + Staff can download the form from Medex here: [https://eforms.app.vumc.org/medex/](https://nam05.safelinks.protection.outlook.com/?url=https%3A%2F%2Feforms.app.vumc.org%2Fmedex%2F&data=04%7C01%7Cadrianne.m.hiltz%40vumc.org%7Cf9a9bb45539a40e2893008d87b8214ef%7Cef57503014244ed8b83c12c533d879ab%7C0%7C0%7C637395145907015432%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C1000&sdata=b5XW2fjx40RHhCHz15UQ4ARu2k22pBAPKRcgcNmKBT8%3D&reserved=0). Search for keyword “amendment” in the **Filter by Name** box.
  + Staff can also download the form here: <https://prd-medweb-cdn.s3.amazonaws.com/documents/InfoPrivacySecurity/files/Forms/Request%20for%20Amendment%20of%20Medical%20Information%2010_2017.pdf>
  + Patients must return the completed amendment form to the Privacy Office via fax, email, or mail. Contact info:
    - Phone: 615-936-3594
    - Email: [Privacy.Office@vumc.org](mailto:Privacy.Office@vumc.org)
    - Fax: 615-343-6966
    - Mailing Address:

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