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*Mahdiyeh educational medical center*

***Rules for receiving medical documents***

***1- Receiving the patient's medical documents with an official letter from the relevant organizations and authorities***

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1. . Refer to the management/head of the hospital to fulfill the order on the received letter.
2. Refer to the hospital secretariat to register the incoming letter.
3. Refer to the Medical Documents Unit - Health Information Technology Department to register the response letter and provide the patient's medical documents.
4. . Refer to the secretariat unit to receive the issued registration letter and receive the registered letter and sealed and enveloped medical documents.
5. Referral of the applicant to the relevant organization.

### Tips and standards:

The response letter can only be sent to the patient himself or to persons with legal authority:

The referring person must have the necessary legal authority to do this. The following people have the legal authority:

- The patient or the patient's guardian
- The legal guardian of the patient
- Legal lawyer of the patient (with a notarized power of attorney regarding the relevant action)

**Note:** Handing over documents to other relatives is legally prohibited.

- When visiting the medical documents unit, it is mandatory to bring the following items with you.
- (**Iranian citizens**): National card or birth certificate with the patient's national code and a legally qualified companion
- (**Non-Iranian citizens**): Passport or residence card or census form or contract letter of the patient and accompanying person with legal authority



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## ***Rules for receiving medical documents***

### ***2-Receiving the patient's medical documents to complete the supplementary insurance process***



1. Refer to the clearance unit and receive the bill stamped with the clearance seal.

2. Refer to the medical records unit - Health Information Technology Department for identity verification and completing the personal application form .

3. Submitting a copy of the medical documents to the patient himself or his legal guardian (patients under 18 years old) or the patient's legal attorney (with a notarized power of attorney regarding the relevant action) must be stamped with the same seal as the original.

4. Referral of the applicant to the insurance organization Tips and standards:

**It is allowed to submit the form and medical information of the deceased patient to the legal representative and heirs on the condition of presenting the certificate of exclusivity of the heirs**

⊕ When visiting the medical documents unit, it is mandatory to bring the following items with you.

- ❖ **(Iranian citizens):** National card or birth certificate with the patient's national code and a legally qualified companion .
- ❖ **(Non-Iranian citizens):** Passport or residence card or census form or contract letter of the patient and legally qualified companion .

**Note:** Handing over documents to other relatives is legally prohibited.



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### **Rules for receiving medical documents**

#### **3-Receiving the medical documents of the patient without a letter (personal request)**

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1. Refer to the medical records unit - Health Information Technology Department for identity verification and completing the personal application form
2. Providing a copy of the medical documents to the patient himself or his legal guardian (patients under 18 years old) or the patient's legal attorney (with a notarized power of attorney regarding the relevant action).

**Note:** Handing over documents to other relatives is legally prohibited.

Tips and standards:

⊕ When visiting the medical documents unit, it is mandatory to bring the following items with you.

- ❖ (**Iranian citizens**): National card or birth certificate with the patient's national code and a legally qualified companion.
- ❖ (**Non-Iranian citizens**): Passport or residence card or census form or contract letter of the patient and legally qualified companion.

*Prepared and compiled by Health Information Technology Department*