How to make a request to amend medical record information

If there is information in Mayo Clinic’s medical record about you that you believe is inaccurate or incomplete, you have the right to request the information be changed or amended.

To request an amendment to your information, follow the procedure outlined below:

— Create a written request for an amendment. (The request must come from you, as the patient, or your legally designated representative.)

  Please make sure your request includes:
  • Reference to the specific information you would like amended
  • The specific change or amendment you are requesting
  • The reason you are requesting the amendment
  • The date you are submitting the request
  • Your signature or your legally designated representative’s signature

— Submit your request to Mayo Clinic’s Privacy Officer.
  • By mail:  • By fax:
    VAS 173A  904-953-0136
    4500 San Pablo Road
    Jacksonville, Florida 32224

Your request will be reviewed by staff at Mayo Clinic. You will be notified in writing if Mayo accepts or denies your request.

Mayo Clinic may deny a request for amendment based on the following circumstances:
• The information in the record is deemed to be accurate and complete.
• The request is not in writing or does not include a supporting reason.
• The information you want to change was not created by Mayo Clinic.
• The information is not part of the designated medical record.

If Mayo Clinic denies your request for an amendment, you will receive a written explanation of the denial. If you disagree with the explanation, you can submit a written disagreement to the Mayo Clinic Privacy Officer, or you can ask that your request for amendment and explanation of the denial be included in any future disclosure of the pertinent protected health information.

If you have questions or need further information, contact Mayo Clinic’s Privacy Officer at 904-953-2958.