

Medical Records Office

*S. Chiara hospital
Building 14,
ground floor*

Opening hours:
Monday and
Wednesday
08.30-12.00

Tel. 050 992828
Tuesday and
Thursday
08.30-12.00



**AZIENDA OSPEDALIERO
UNIVERSITARIA PISANA**

Operational Unit, Organisation of
Hospital Services

Medical Records Office

S. Chiara hospital, building 14,
ground floor

Azienda Ospedaliero Universitaria Pisana
Via Roma n. 67 56126 Pisa

Certified mail:
pec-aoupisana@legalmail.it

Web site:
<https://www.ao-pisa.toscana.it/>



WHAT CAN I REQUIRE?

The Pisa Hospital can provide the following health documentation:

- medical service to the Emergency Room
- report of autopsy check
- digital copy on CD of the radiological diagnostic tests such as radiography, CT scan, Magnetic resonance, etc;
- Copy of the medical record relating to episodes of hospitalization in ordinary or day hospital (**also digital copy of the medical record (.pdf), only for discharged patients from 01 January 2022**)

PERSONS ENTITLED TO REQUEST

The following persons are entitled to request a copy of the above mentioned documentation:

- Owner of the documentation
- Tutor, legal representative, curator of the documentation owner
- Technical Consultant by the Court, Technical Consultant to the Public Prosecutor
- Heir
- Exerciser of the parental authority (if the owner is a minor)
- As delegate by the owner to request the health documentation

If the collect of the health documentation takes place at the Information Desk of the Medical Records Office through a person delegated by the owner, you must also submit the AUTHORISATION TO COLLECT FORM equipped with the identity document of the delegate and the owner.

In case of need regarding the access to the documents referred to in Law n. 241/1990, it is necessary to proceed with a request for access to the documents to propose to the Public Relation Office in the manners previewed on the business site

HOW TO MAKE A REQUEST

It is possible to file the application, filling out the form of interest, present on the company website, through one of the following channels:

- send the requested documents by e-mail to: ufficio.cartellecliniche@ao-pisa.toscana.it
- send the requested documents by certified e-mail to: pec-aoupisana@legalmail.it
- send the required documents by post/registered mail to: Azienda Ospedaliero Universitaria Pisana, via Roma, 67, 56126 Pisa
- deliver the required documents directly at the desk of the Office for issuing copy of health documentazione, located in via Roma, 67, 56124 Pisa, S. Chiara hospital, building 14/B ground floor, Monday and Wednesday from 8.30 12.00.

Pn: for further telephone informations you can contact 050/992828 on Tuesday and Thursday from 08.30 to 12.00

OPTIONS FOR DELIVERY OF REQUIRED DOCUMENTATION

- encrypted mail and sms with unlock codes for decryption (only for patients discharged from 2022/01/01);
- delivery of paper copies by postal service;
- collection at the Medical Record Office on the days indicated.

TIME AND COSTS

The copies of the medical records will be released within the timeframes provided by current legislation; the times may vary in relation to any examination investigations in progress (e.g. waiting for a report of an exam that requires higher reporting times).

The application procedure should be repeated if the requested documentation is not collected within two months of printing.

The cost of a copy of the medical record is:

- 6 € for each copy of digital medical record with sending in format .pdf by mail (for discharged patients from 2022/01/01);
- 20 € for each paper copy of medical record up to 200 pages;
- 40 € for each paper copy of the medical record exceeding 200 pages and up to 500;
- 50 € for each paper copy of medical record up to 500 pages;
- 6 € for each copy of (digital or paper) medical record of Report/Report of Emergency Room and OBI ("Osservazione Breve Intensivo") of E.R/autopsy report
- 5 € for digital copy of radiological diagnostic examinations;
- In the case citizen requests a sending of the paper medical record to his home, at these rates, the postal **shipping costs are added** (from 6.41 € to 7.64 €)

The payment can be made on the electronic payment systems to the Public Administration or at the company Unified Booking Center (CUP) counters using the specific form provided at the release.

Further information and the application forms are available on the AOUP website (www.ao-pisatoscana.it) following the path "home-how to do for-medical record"