Abstract

**Background:**
There has been a growing movement to make electronic health records more accessible to patients in an effort to improve transparency. However, as patients gain greater access to their records there may be more requests for modifications to them, as mistakes are uncovered or disagreements arise. The purpose of this research is to characterize (1) the frequency of medical record change requests; (2) the reasons for the changes; (3) the population making the requests; (4) the types of changes being requested; and (5) the final outcomes (i.e., whether these requests were approved or denied).

**Methods:**
A manual review was conducted of amendment request submitted to the U of M health system’s Health Information Management Department. Patient characteristics as well as details of the requests and final outcomes were categorized and recorded. Simple summary statistics were used to describe the measures.

**Results:**
Over 800 (n=818) requests were analyzed. Over half (60.7%) were made by women and 53.85% of all amendment requests were made by patients over the age of 50. The most frequent types of requests were medical (n=393) and social (n=97) history. Requests most likely to be denied related to one’s behavioral history.

**Conclusion:**
Most requests are for legitimate reasons, and the population making the requests is generally older. The results of our study will help to make informed decisions about factors that might affect patients who make requests to change their record, especially because too many mistakes could lead to the mistrust of the health care system.