Thank You for allowing us the opportunity to serve you at the Florida Department of Health in St. Johns County! Please note these important things to remember:

- We will make every effort to have your record transferred and a phone call from a nurse to you within **three business days** from the date of the record transfer request.

- To allow us to serve everyone as efficiently as possible, we ask that you **do not** call to check the status of your transfer request unless three business days have passed and you have not heard from us. We know you need this done quickly, however, please understand that asking to check the status of a record that is not ready only slows down the process of getting the records transferred and ready for you to pick up.

- In order to ensure confidentiality and safeguard your child’s personal information, the authorized individual who initiates the record transfer **must** be the same individual who picks up the 680 form.