



MEDICAL RECORDS POLICY

Any patient has the right to request medical records. All efforts will be made to handle each request in a timely manner. Due to patient load, privacy issues and obtaining accurate information, we will require **48 HOUR NOTICE** to process your request. All requests must be made in writing with specific items requested.

PATIENT REQUESTS:

1. **Initial** request for records by patient will be in CD format.
2. **Hard Copy Film** will be charged at \$80.00.
3. Requests **must** be in writing with the following information:
 - a. Exact date of service
 - b. What is the request (images, report or both)
 - c. Instructions on type of delivery
 - i. Patient pick up
 - ii. Mailed (**must include address**)
 - iii. Delivery to a local physician (**must include physician and address**)
4. **Phone request** will be accepted by the Medical Records Department but **will** still require a patient signature to be released.

PATIENT PICK-UP:

1. Photo identification is required
2. Signature is required
3. Patient can have other family members pick up records **ONLY** if authorization is on file stating specific instructions. (**must present photo identification**)

ADDITIONAL REQUESTS:

1. There no additional charge for each additional CD requests of images.
2. There is no additional charges for report requests from patients.
3. Film requests charges will remain the same as initial request.
4. **All fees will need to be paid before processing request.**

Forms of payment: We accept cash, checks, and Visa/MasterCard credit/debit cards. There will be a \$25.00 charge on all returned checks.