



## OBTAINING COPIES OF YOUR MEDICAL RECORD

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- ❖ All copies for hospital based services must be obtained through the Medical Records Department of Community Medical Center.
  - If your request includes film or billing, the medical record staff will assist in arrangement for these copies.
  - If your request is for physician office records please contact the physician's office.
- ❖ HIPAA requires a signed and dated authorization.
- ❖ You must indicate on your authorization what dates of service you are requesting.
  - Medical Records staff can assist you with this.
- ❖ The process of looking up your medical records and processing them does take time.
  - It may take up to 30 days to process your request.
  - It may take longer to process microfilm requests.
- ❖ We are allowed to charge a cost-based fee. This fee is currently at \$0.50 for each page of a photocopied record. We are also allowed to charge an administrative fee to help cover the cost of paper, cost of copy machine maintenance, toner and cost of labor and benefits.
- ❖ If you prefer to view your records, an appointment can be made. Viewing is free of charge.
- ❖ We are happy to assist you in determining if you will need the entire medical record copies. By limiting your copies, we can help you lower your copy fee.
- ❖ Our Release of Information Division will process your request. This area is under contract with IOD Inc., which is a professional photocopy service for healthcare institutions.
- ❖ Release Of Information Copy Service:
  - Phone: 728-4100, ext. 7039
  - Monday – Thursday 7:30 a.m. – 4:00 p.m.
  - Fax: 327-4510
- ❖ Photo Identification is required at the time of pickup of medical records. No exceptions.