



Medical Records Request Process & Procedure

If you would like to request your medical records, please fill out a Medical Records Request Form by going to <https://hipaa.jotform.com/210817561388158>. The link to this form is also on our website.

Jessie Harrington, our client services coordinator, will then send your request to your provider to determine if your records can be sent in full or if your situation meets the criteria for the “harm exception”. If your provider denies the request, federal law requires a review process by another provider. We will discuss how this process works if needed.

You will not be charged for your records to be sent by encrypted email. If, however, you request that the records be mailed we will charge \$20 for the first 15 pages and \$.50 for each page after that.

Your records will be sent as soon as possible but within no more than 30 days.

If your provider is an Independent Contractor, please check with them to see if they have their own medical records request procedure.