How to Request Medical Records

Start your request

Use our online medical-records request form at https://hipaa.jotform.com/210817561388158. If you need help or another way to request your records, call our client care team at (303) 770-6933. We will verify your identity and any authority to act for another person.

What you can request

You may request access to or copies of the medical and billing records available to you under applicable law. Tell us which records you need, where to send them, and your preferred format. Separately maintained psychotherapy notes and certain other information may be excluded by law. A release to another party may require a separate authorization.

Timing and review

We will act on your request as soon as practicable and within the applicable legal deadline, generally no later than 30 calendar days after receipt under HIPAA. If a legally permitted extension is necessary, we will notify you in writing of the reason and completion date within the initial period. If access is denied, we will provide a written explanation and any applicable review and complaint rights. Some denials are reviewable by another qualified professional; others are not.

Copies and fees

Our existing policy provides records sent by encrypted email without a copying charge. For other copies, any fee will be reasonable, cost-based, and limited to amounts permitted by applicable law. We will tell you the estimated fee in advance. We do not charge search or retrieval fees for an individual's HIPAA access request. No fixed first-page or per-page charge is established by this notice.

Records held by an independent provider

If your records are held by an independent provider, our team can help identify where to direct your request. Contact that provider about their records process and applicable privacy notice.

Questions or concerns

Phone: (303) 770-6933 | Fax: (303) 586-6075
creekside@creeksidecollaborativetherapy.net
www.creeksidecollaborativetherapy.net