

PATIENTS' RIGHT TO RECEIVE THEIR OWN MEDICAL RECORDS

- 1. Patient completes Release of Information form. If a patient has a legal guardian, that person must sign (office must have copy of guardianship papers).**
 - Patient obtains form via website (mclaren.org) and sends to office
 - Patient comes in person to request/sign release
 - Office sends to patient via U.S. mail
 - Office sends to patient via email
 - Office sends to patient via fax
- 2. Patient returns Release of Information Form**
 - Via U.S. Mail
 - Via Email
 - Via Fax
 - In person
- 3. Provide records to patient in the format they request**
 - Paper records
 - Emailed (MUST be encrypted) *unless patient agrees to accept the risk of being sent un-encrypted*
 - Thumb/USB/flash drive
 - Fax
- 4. Timeline to provide records**
 - Within 30 days of being requested
 - If more than 30 days (due to offsite storage), notify patient of delay
- 5. Fees for copies**
 - If less than 100 pages, FREE
 - If more than 100 pages, send to MMRA
- 6. Customer Service Number for MMRA for patients**
 - Email Ian Anderson at ianderson@mrview.com
 - Call 1-480-706-6719 and ask for Ian Anderson