

**McLaren Print System Order**

**Order No: 81965**  
**Order Date: 2024-01-02**  
**User: Angie Claerhout**  
**Phone: 9896673420**

**Ship Location: Bay Orthopedic Surgery**  
**4 Columbus Ave Suite #160**  
**Bay City, Michigan 48708**

**Brochures**  
**Quantity: 6**  
**Paragon Dept No: 51535**  
**Dept Name: McLaren Bay Orthopedic Surgery**  
**Company Number: 810**

**Order Total Price: 12.00**

**Item Number: MMG-439**  
**Item Description: Patients Rights Request Medical Record Card**  
**Revision Date: 11/2023**  
**Print:**  
**Paper:**  
**Size:**  
**Fold:**  
**Finish:**  
**Drill:**  
**Poster:**  
**Misc Info: 3/Pkg 3.5x8.5 SS 100# Satin Cover**



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 unencrypted
  - Fax

**Spec Info: Bay Orthopedic Surgery : Suite 160 Attn; Angie Claerhout**

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@mclaren.com
  - Call 1-480-706-6719 and ask for Ian Anderson