

## Patient Requests for Medical Records

Dear Patient,

Sharecare Health Data Services (SHDS) is the Release of Information (ROI) service provider for this facility. We will process your request for copies of your medical records. We support patient access to medical records and value your privacy so we deliver your records with industry-leading accuracy and in a secure and efficient manner.

In this process, a representative from SHDS will capture electronic copies of all the information from your record according to the requirements you set in your request for copies. Your personal health information will be encrypted at all times to protect your privacy. We will then deliver these copies to you in the form and format requested wherever possible. The most common delivery methods are printed copies or copies burned to a CD.

There are fees associated with the ROI process that are governed by state and federal guidelines and SHDS adheres to these guidelines. The fees charged are shown below.

	Varies based on storage type of original records (paper, electronic or multi-system)	Varies based on storage type of original records (paper, electronic or multi-system)
Labor*		
Materials	\$0.98	\$0.05/pg.
Postage	\$2.66	\$1.63
<b>Example</b> FL facility, multi-system storage 20-page record, mailed to patient	\$11.17*	\$8.77

Records 10 pages and under are sent at no charge

\*Labor is based on categories allowed under OCR Guidance

\*Overall cost is less for paper until record exceeds approximately 50 pages due to material and postage costs

SHDS is dedicated to assist you with access to your medical records and want to do all we can to meet your needs. If you have questions about our services or your bill, please call us at 1-800-560-3800.

Thank you,

Sharecare Health Data Services