



- **Do you or your office typically contact HIM @ MCA for copies of patient's records?**

MCA is transitioning our Release of Information Services to HealthPort. They will handle the fulfillment of all requests for medical records. If you choose to request your records from this facility, please know that HealthPort will be processing and fulfilling your request.

- **Who do I contact if my office does not have access to the systems to obtain this information?**

HealthPort is a premier provider of health information services and solutions. We serve over 10,000 healthcare facilities nationwide, including hospitals, physician practices and clinics. One in every three health information management departments uses at least one of HealthPort's products or services. HealthPort processes over 45,000 medical record requests per day.

- **How do I request a copy of my medical records?**

Simply complete an authorization for release of your records. Authorization forms are available on our website at www.medicalcenterarlington.com (via the Patients & Visitors link), at the hospital in all nursing and ancillary areas, at the patient information desk, and in the Health Information Management Department. Return the completed authorization form and a copy of your driver's license or state issued picture ID for validation purposes to the facility. HealthPort will do the rest. Please do not attempt to contact HealthPort to request your medical records. Your request must be sent directly to the medical facility. **Mail your completed request and copies of identification to: Medical Center of Arlington, Attn: HIM- ROI 3301 Matlock Rd. Arlington, TX 76015.**

- **How do I receive my medical records?**

Once a valid authorization has been completed and received by the facility, HealthPort will send your records via first class U.S. Mail in an envelope marked confidential. If directed by you, records may also be picked up at the facility. The average turn around time from receipt of the valid authorization is 2-5 days.

- **Why am I being charged for my medical records?**

When you request your medical records, you will receive a copy of the original record created by the medical facility during your visit (s). There are many steps taken to provide copies of medical records, and the process is labor intensive.

- **How much does HealthPort charge for its service?**

The charges for the copies you requested are regulated by each State. HealthPort abides by the allowable rates set forth by state law. The rates can be reviewed at this link: www.dshs.state.tx.us/HFP/PDF/MedRecFee.pdf.

- **How do I pay to receive copies of my medical record?**

There is no need to go to or contact the healthcare facility from which you requested your records in order to make payment for the medical records. The healthcare facility will not be able to assist you with your invoice payment for these services.

HealthPort offers the following methods to pay for your medical record copies:

On line Payment – (*Fast and Efficient*) to remit payment online, please go to www.HealthPortPay.com and make sure you have your enclosed invoice for security purposes. HealthPort accepts Visa, MasterCard, American Express and Discover.

Telephone Payment – to remit payment by phone, please contact a payment representative at 1-800-367-1500 and make sure you have your enclosed invoice handy, as well as a major credit card listed above.

Check Payment – to remit payment by check, please include the bottom portion of the enclosed invoice and send to the address listed on the invoice.

If you have any further questions, please visit our website at www.HealthPort.com, or you may contact us via email at service@HealthPort.com or toll free at 1-800-367-1500.