

Effective June 1, 2010, requests for medical records will now be processed by a company dedicated to the timely release of health information called HealthPort. Record requests are centralized through our Widewaters Parkway office and processed by Healthport. Medical records will be securely mailed to our patients and other requestors.



### **Who is HealthPort?**

HealthPort is the world's largest health document processor. With a team of more than 2,000 employees, HealthPort processes over 28,000 medical record requests daily, which amounts to more than 800,000 pages for well over 7,000 healthcare facilities across the nation.

### **How much does HealthPort charge for its services?**

The charges for the services and copies you requested are regulated by each state. In most cases, Healthport charges less than the allowable rates set forth by state law. Within New York State we adhere to the NYS rate allowed which is \$0.75 per page.

In many facilities, such as SOS, patient's medical records are stored electronically and when your request for records is received, the documents requested are processed through the electronic medical record. Within some facilities, the patient record is hybrid, which means the patient chart is part paper chart and part electronic and the records duplicated are located within both locations.

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### **How do I pay to receive copies of my medical records?**

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

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

**Online Payment**-(Fast and Efficient) To remit payment online, please go to [www.HealthPortPay.com](http://www.HealthPortPay.com), and make sure that 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 1-800-464-0035, and make sure that you have the enclosed invoice handy, as well as one of the major credit cards 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 further questions, please visit our website at: [www.HealthPort.com](http://www.HealthPort.com), or you may contact us at [service@healthport.com](mailto:service@healthport.com) or 1-800-464-0035.

### **Important Notice:**

*By Law, the information we disclose to you is confidential. You are responsible to protect the confidential nature of this information by destroying the enclosed copies after your stated purpose has been fulfilled. State Law prohibits you from making any further disclosure of this information without the specific written consent of the person to whom it pertains, or as otherwise permitted by law. Disclosure of confidential HIV information that occurs as a result of general authorization for the release of medical information will be in violation of state law and may result in a fine or jail sentence or both. 10 N.Y.C.R.R. Part 63.5, Section 2786 of the Public Health Law.*