



## REQUEST FOR MEDICAL RECORDS INFORMATION

Little Spurs Pediatric Urgent Care accepts requests for medical records. In order to process requests for medical records quickly and accurately, these guidelines are provided for your convenience. Please read carefully. Keep this for future reference.

Medical Records are processed in accordance with federal HIPAA and Texas State HB300 privacy laws. Please follow the steps listed below:

1. Complete, sign and date an "Patient Authorization for Release of Health Records". Be sure to complete all blanks on the form. Please include a phone number where you can be reached. We will call you if we have questions. We will call you when the records are ready.
2. List the date(s) of service for which you are requesting. You may indicate all dates.
3. Check or specify exactly what information you need from the medical record. There is a charge for medical records.
4. The more specific the information you provide regarding your information needs, the lower the charges will be for copying. For example: If you need notes for one visit date, do not request the entire medical record. You may request a summary of any or all the visit notes.
5. The law allows the records to be processed 15 days after the date of our receipt of the request. Normal processing time is much quicker. In a few cases, a request is denied due to specific reasons. We will contact you if your request is denied.
6. Once the request for medical records is processed and complete, the representative will contact you to discuss any fees, method of payment and instructions for pick up. For an additional mailing fee, records can also be mailed.
7. The fee schedule is listed below. Fees are set by the Texas Administrative Code, Chapter 165, Title 22, Part 9. A provider's office is not required to permit copying until the fee is paid.

### MEDICAL RECORDS COPY FEES

REQUESTOR	CHARGE
PHYSICIANS, HOSPITALS, AND TPO	NO CHARGE TO FAX
ALL OTHER REQUESTORS: PATIENTS, ATTORNEYS, OTHER ENTITIES, FMLA, ETC.	1-20 PGS. \$25.00 \$0.50 CENTS PER PAGE FOR EVERY COPY THEREAFTER USPS MAIL FEES APPLY FOR MAILING RECORDS
AFFIDAVIT: EACH	\$15.00 PER FORM
NOTARY	\$6.00 PER SIGNATURE
POSTAGE RESTRICTED RETURN RECEIPT	\$11.00
CD - COPY OF X-RAY	\$8.00 PER COPY
SOCIAL SECURITY BENEFITS	NO CHARGE IF WRITTEN PROOF IS PROVIDED FROM SOCIAL SECURITY ADMIN.

8. The Medical Records department representative can be reached Monday through Friday 9 AM to 4 PM. Please call 210-543-7334 and listen for the Medical Records prompt, or dial 0.
9. If no one answers, please leave a detailed message and we will return your call.
10. MEDICAL RECORDS MAY BE PICKED UP AT ANY LOCATION, INCLUDING THE CLINIC WHERE YOUR CHILD WAS SEEN. PICK UP HOURS ARE: MONDAY THRU FRIDAY 9AM-4PM. Please take this sheet with you for future reference.
11. A VALID GOVERNMENT PICTURE I.D. IS REQUIRED TO VERIFY YOUR IDENTITY UPON RECORDS PICK UP.

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