

# PATIENT RECORD REQUEST - Effective 12/1/2022

## ***Requesting Your Medical Records***

McKenzie-Willamette Medical Center has partnered with Sharecare for Release of Information (ROI) services. Medical records are legal documents and must be maintained by McKenzie-Willamette Medical Center. However, release of those records will be completed by Sharecare.

## ***Completion of Authorization Form***

To receive copies of your medical records you will need to fill out the required authorization form. Fill out each section completely, if these sections are not filled out completely, it could delay the release of records. Please return the enclosed form along with a copy of your Driver's license in one of the following ways:

Email     [MCWmedicalrecords@sharecare.com](mailto:MCWmedicalrecords@sharecare.com)  
 Mail       McKenzie-Willamette Medical Center  
               1460 G St  
               Springfield, OR 97477  
 Fax         541-741-7219

## ***Fees for Medical Records***

There are fees associated with the ROI process that are governed by state and federal guidelines and Sharecare adheres to these guidelines. Once records have been copied you will receive an invoice from Sharecare. Although we cannot provide an exact amount, as rates are based on time and material, here are some examples of cost based on the information requested and media preference:

Approx. Pages	MEDIA OPTIONS		
	CD	eDelivery	Paper
10 +	\$ 10.16	\$ 3.87	\$ 5.44
40	\$ 13.50	\$ 6.16	\$ 12.18
100	\$ 14.38	\$ 6.69	\$ 21.02
300	\$ 16.49	\$ 8.80	\$ 39.63
500	\$ 18.25	\$ 10.20	\$ 51.75

**To minimize this fee, we encourage you to limit your request to just the records that you truly need. If a patient request is less than 10 pages, there will be no cost.**

## ***Payment Options***

### **Pay by Phone:**

(800) 560-3800  
 Press #2 for Customer Service

### **Pay Online:**

<http://hds.sharecare.com/>  
<https://payment.hds.sharecare.com/payments/>

### **Status of Request:**

<https://recordstatus.sharecare.com/>