

St. Mary Medical Center – Patient and Visitor Information – Requesting Medical Records

Requesting Medical Records

When requesting medical records you can visit the Health Information Services Department (Medical Records) at St. Mary Medical Center or contact them by phone at (760) 242-2311 ext. 6100. Please review the requirements mentioned herein.

If you are unable to come to the hospital for your medical records, please contact Health Information Services by phone and request the release form to be faxed or mailed. When making arrangements for someone else to pick up your medical records, you must write a release for the person who will be responsible. Be sure to write this person's name in the release, print your name and sign the release.

Per California Health and Safety Code 123110 we do not provide records without a charge.

GENERAL GUIDELINES

1. We *MUST* have a release signed by the patient prior to any copying of records. In the event the patient is a minor the parent can sign the release.
2. Except in the event of a special stat request we need five (5) days to process a request.
3. If someone other than the patient is going to pick up the records, the release must reflect the name of the person picking up the records.
4. *Please bring a picture ID with you. ID is required to pick up records.*
5. If you are requesting records for a physician for follow-up care, please remember we need time to prepare the records. Please come by and sign the release several days prior to your appointment so we have sufficient time to prepare your records.
6. All records that will be picked up require a \$15.00 deposit at the time you request the records. The deposit is payable by check or money order. We cannot accept cash. The balance is due when you pick up your medical records.

FEES FOR COPYING MEDICAL RECORDS

Retrieval Fee: \$15.00

Per Page Fee: \$.10 **If mailed, charges per page are \$0.25 for first 100 pages and \$0.15 for each page over 100.****

Postage: Applicable postage charges

*****If the patient requests that the medical records be mailed we can accommodate the request but the per-page fee is as stated above.
The patient will be sent a bill by mail for services.***