



PATIENT GUIDE TO RELEASE OF MEDICAL RECORDS

How to Get Authorization

To request a copy or have a copy of the medical record sent to another party, call Clinics of North Texas Release of Information Department at 940-766-8663 between the hours of 8:00 am and 4:45 pm Monday through Friday. We will be happy to mail, fax, or email you an authorization form. We also have the authorization available for downloading from our web site www.clinicsofnorthtexas.com, as well as our patient portal.

Who Must Authorize Release of Information

Parents or legal guardians (without court-imposed restrictions) may obtain and/or authorize release of protected health information from their child's medical record. Individuals 18 years of age and older must authorize the release of their own information.

Written Authorization: What to Do

1. Carefully read the authorization form and provide all requested information.
2. Be very specific about the information you need released. Write down dates, types of visits, and what parts of the record you need (if you do not know specific dates of service, a date range can be used: for example, month & year or just year).
3. X-ray films/images will need to be obtained from our Radiology Department. The Radiology Dept. may be reached at 940-766-8694.
4. Sign and date the authorization using your full legal signature, and specify the relationship to the patient whose records are being requested.
5. Please remember, we will return the form to you if any information is missing or incomplete. This may delay the release of information.
6. Mail the authorization and a copy of your picture I.D. to **Clinics of North Texas, ATTN: Medical Record Release, 501 Midwestern Parkway East, Wichita Falls, TX 76302** or fax to 940-766-8607 or email to CNT_Medical_Records@cntllp.com. For questions, please contact a Record Release Representative at 940-766-8663.

Before Releasing a Record

You must provide a valid government-issued picture identification card when picking up records from our office, as well as any other significant papers such as Medical Power of Attorney authorizing you to obtain records.

Time for Release

Because of the number of requests we receive, it may take up to 15 days to process a request. If you plan on picking up the records, please call ahead of time to ensure they are ready when you arrive. If you have any questions related to our release of information process, please contact a record release representative at 940-766-8663.

Charges

The fee for paper copies is \$25 for the first 20 pages, plus 50 cents per page for pages 21+. The fee for a USB flash drive (which we provide) is \$25. There is no charge to send records to another physician. We outsource our release of information process to HealthMark Group. HealthMark fulfills all patient requests for personal copies at no charge to the patient. A complimentary copy of your record will be available through Healthmark's website, <https://requestmanager.healthmark-group.com>. To check on the status of your request or if you need assistance with the download you may contact Healthmark directly at 800-659-4035 or email status@healthmark-group.com.