



Here's what you should expect:

- 1 Visit our website at [www.oregonclinic.com/ROI](http://www.oregonclinic.com/ROI) to download and print the authorization form or submit the form electronically.
- 2 Once the authorization has been verified, the Release of Information Department will fulfill your request within two business days. Requests for images on CD or records being retrieved on paper chart may take longer.
- 3 If fees apply, MediCopy will send you an invoice. Once payment is received, records will be sent by the chosen delivery method.
- 4 If records are being transferred directly to another doctor, the service is complimentary and no further action is needed.

The Oregon Clinic is a patient-centered, data-driven, professional medical and surgical specialty practice that serves patients throughout the Portland, Oregon metropolitan area and beyond. The Oregon Clinic has over 200 providers across 30+ specialties and services.

Learn more at [oregonclinic.com](http://oregonclinic.com)



For questions regarding your medical records request, please contact us below:

**Mail to:**  
 Release of Information Dept.  
 The Oregon Clinic  
 847 NE 19th Ave., Suite 300  
 Portland, OR 97232

**Call:**  
 (503) 935-8383

**Fax:**  
 (503) 935-8384

**E-mail:**  
[toc@medicopy.net](mailto:toc@medicopy.net)



For general inquiries, please visit us online at [oregonclinic.com](http://oregonclinic.com) or call (503) 935-8000.



# PATIENT RECORDS RELEASE

## FREQUENTLY ASKED QUESTIONS ABOUT RELEASE OF INFORMATION



SPECIALTY MEDICINE WITH COMMITMENT, CARE & COMPASSION

(503) 935-8383  
[oregonclinic.com/ROI](http://oregonclinic.com/ROI)

# Q & A ABOUT PATIENT RECORDS RELEASE

## THE OREGON CLINIC RELEASE OF INFORMATION

### 1 Why do I need to complete an authorization form to obtain a copy of my medical records?

HIPAA regulations allow medical care providers to ask patients for a written records request. A written request ensures that all necessary information is listed for the request to be processed. HIPAA requires all medical care providers to provide documentation for every records release, regardless how small.

### 2 How long does it take to get my records?

The Oregon Clinic has partnered with a release of information company, MediCopy, to provide copies of your records to you. The form you sign will be provided to MediCopy for processing. Once the authorization form has been verified, it will take approximately 48 hours to complete.

### 3 Who is MediCopy and why do they have access to my information?

MediCopy is a national company that provides this service for many healthcare organizations across the country. They understand and comply with federal and state laws. As a business associate of The Oregon Clinic, MediCopy is authorized to perform this service for us, including the required documentation.

### 4 How can I contact MediCopy?

You may call (503) 935-8383 to speak with a release of information specialist or you may go to our Release of Information office located at 919 NE 19th Ave., Suite 200, Portland, OR 97232.

### 5 Is there a fee?

There may be fees for the release of records as permitted by state law (ORS 192.563) and HIPAA Privacy Rule 45 CFR 164.52(c)(4).

**Pages 1-80:** FREE

**Pages 81+:** \$0.03/page (from p. 1) for supplies and \$6.00 for postage

**Copies on CD:** \$6.50 for flat rate shipping

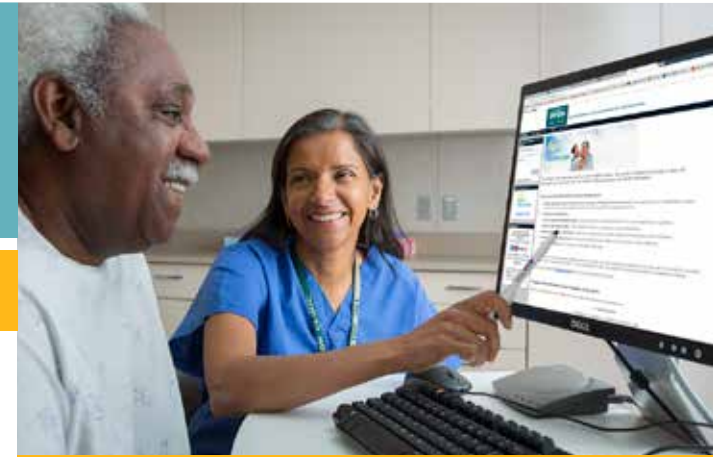
No fee will be charged to release your records to another physician's office. A completed authorization may be required.

### 6 Can I obtain a copy of my records while in the clinic?

All records released must go through The Oregon Clinic Central Release of Information office at 919 NE 19th Ave., Suite 200, Portland, OR 97232. Clinic staff may assist patients with the process, but cannot release records directly (in order to comply HIPAA).

### 7 What will happen next?

We will provide your authorization form to MediCopy who will prepare your records for release. MediCopy will email you a link to retrieve your records online. MediCopy will contact you directly if they have questions about your request.



## ALTERNATIVE OPTION

### 8 Are there any alternative options to the release form?

Portions of your medical records are available online through MyHealthConnection. Available information may include: lab reports, vital signs, problem list, medication list and allergy list. If you do not already have an account, see below for information about registration.

## REGISTERING FOR MYHEALTHCONNECTION:



Ask a member of your care team for access to your information or call (503) 935-8444. You will receive a PIN for initial account setup.



Next, you will navigate to [www.oregonclinic.com/MHC](http://www.oregonclinic.com/MHC) and click the "Log In or Sign Up" button to begin registration.

Once registered, you can login to your account at any time at <https://secure.oregonclinic.com/portal>