


Processing a Medical Records Request

1  Request Arrives

Make sure the request is meant for your organization and that it is for one of your patients (past or present)

2  Verify

- For payer requests, verify the dates of coverage
- For requests requiring authorization, verify authorization has been given

4  Determine request type

Are they requesting electronic records or paper records?

3  Pull records

Pull all the records requested. Pay special attention to the requested dates and type of records such as physician notes or imaging.

5  Distribute Accordingly

****SEND WITHIN 30 DAYS****
If electronic, send in specified manner and if paper send in mail or in person

6  Calculate Cost

What is the fee of this request?

7  Document Process

Document in detail that the request was processed

