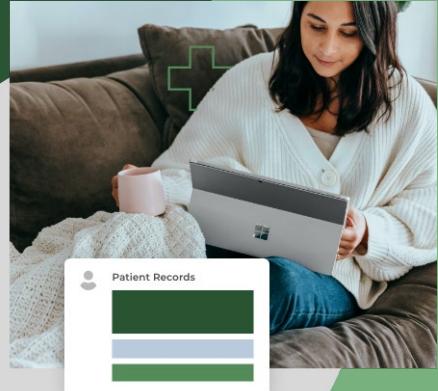


You requested medical records. Now what?

HealthMark Group is a company that partners with hospitals, clinics and doctor's offices to facilitate the secure release of medical records. We carefully review and process all requests for medical records to keep sensitive patient health information secure.



Once we process your medical record request, you will receive a document via the email address you provided with step-by-step instructions on how to download the requested records (see the next page for an example). If you provided a fax number instead of an email, we will fax this document to the number provided. If you would like a physical copy of your records, please reach out to us at status@healthmark-group.com.



A few tips:

- › The email will come from status@healthmark-group.com, not from the physician or healthcare provider
- › Please check your spam folder! Emails can sometimes end up there despite our best efforts
- › You should expect to receive this email within one to three business days after you made the request
- › You must have the patient's date of birth in order to download the records (this helps keep patient data secure)

Example



Download Letter

Records Regarding
LAURA STEEN

August 25, 2025

COMPANY 458622
Medical Record
ADDRESS_1
ADDRESS_2
ADDRESS_3
CITY TX 58622

Regarding Request For Protected Health Information (PHI)

Your request for PHI is complete and available for download. To access the records immediately, please follow these instructions:

1. Visit <https://requestmanager.healthmark-group.com> ← **Click here to get started**

2. Enter your email and we will send a secure link.

3. Once you are on your Request Manager Dashboard, select the "Have a Download Letter?" option.

4. Using the information provided below, enter the Request ID and Access Code as listed.
In order to download an available record, you will need the patient's Date of Birth.

Follow these
instructions

PHI is available for 30 days following the date the request is complete. Please note the requested PHI will not be accessible through phone or tablet. Contact us at status@healthmark-group.com if you have any questions.

Records From:	LARGE CITY PRIMARY CARE		
Request ID	Access Code	Patient Name	Your Reference
3296256	689114	LAURA STEEN	639022

Access code and other
important information

P.O. Box 735443, Dallas, TX 75373-5443 Tel. 800-659-4035 Fax 800-833-5935
www.healthmark-group.com



HEALTHMARK
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