



There is a fee charged for the search and duplication of medical records for all patient requests released to the patient.

A prepay notice will be mailed or emailed (via MyChart) and once paid; the records will be released.

Some records requested to be released to MyChart will only be available to be sent via US Mail. This will depend on the year the visit occurred and / or what electronic system the records were generated in.

For medical records to be sent directly to a physician office, hospital or third parties and for radiology image requests, please complete a MUSC HIPAA Compliant Authorization Form. **The authorization form will need to be mailed or faxed to Health Information Services as provided on the bottom of the form.** The authorization form and FAQ about obtaining medical records can be located at <http://www.muschealth.org/patients-visitors/medical-records/obtaining-records.html>

Request Medical Records via MyChart

To request medical records from within MyChart, please click on MY MEDICAL RECORD, choose QUESTIONNAIRES.

The screenshot shows the MyChart dashboard. At the top, there are navigation icons for Home, Messaging, Visits, My Medical Record (which is selected), Billing, and Preferences. Below the navigation bar, a section titled "You Might Want To..." lists "Read your messages. You have 0 new messages" and "Save time while you save paper". To the right, a sidebar titled "What's in My Record?" lists various medical record components. Further down, a "Medical Tools" section lists "Lucy", "Download My Record", "Requested Records", "Authorize Sharing", "Health Trends", "Questionnaires" (which is highlighted with a red arrow and a blue border), and "Wallet Card".

Please choose REQUEST MY MEDICAL RECORDS.

The screenshot shows the "Questionnaires" page. At the top, there is a section titled "Optional Questionnaires" with the sub-instruction: "This list contains questionnaires that have been made available to you. Click a row to fill out a questionnaire." Below this, a link provides instructions: "For instructions and additional information on the records release process, click here: [Medical Records Request Info.](#)". A table lists the available questionnaires:

Questionnaire	Last Filled Out
MUSC Research Preferences	1/14/2015
Annual Research Permission	
Request My Medical Records	Never
Medical Records Request	

Once chosen, the below questionnaire will appear. Please complete ALL required fields and click CONTINUE to review.



Request My Medical Records

By completing this questionnaire, you are authorizing MUSC to release additional records that are not automatically released to your MyChart account. Please specify specific date ranges and records in the request. Only records in the system as of the date submitted will be released. Records requested via this questionnaire will be subject to appropriate fees. A prepay notice will be emailed. Once paid, records will be released. Any request for radiology imaging cannot be submitted in this questionnaire.

* Indicates a required field.

*** I authorize MUSC Medical Center to disclose / release information to my MyChart account**

*** I acknowledge that the purpose of this release is Patient Request.**

*** Requesting records beginning from the date below**

Enter the date(s) of service that you are requesting records for. For example: Office Visit records for 1/1/15 visit or records from 1/1/2015 to 2/1/2015.

*** Ending on the below date. (do not chose a date past today)**

Enter the date(s) of service that you are requesting records for. Do not chose a date past today. For example: Office Visit records for 1/1/15 visit or records from 1/1/2015 to 2/1/2015.

*** Information to be released:**

Select the information you want released to MyChart.

Select all that apply.

Entire Record
 Immunization records
 Medication list

Continue

Finish Later

Cancel

Please review your answers and if correct hit SUBMIT QUESTIONNAIRE. This request will go to medical records for processing.



REQUEST RECORDS TO BE RELEASED TO MYCHART

Please review your responses. To finish, click Submit Questionnaire. Or, click any question to modify an answer.

Question	Answer	
I authorize MUSC Medical Center to disclose / release information to my MyChart account	Yes	
Purpose of Release	Patient Request	
Requesting records beginning from the date below	01/01/2016	
Ending on the below date	01/05/2016	
Information to be released:	Entire Record	
I understand this information may include reference to psychiatric / psychological care, sexual assault, drug abuse, results of tests for all infectious diseases including HIV / AIDS and / or alcohol abuse.	Yes	
I understand that fees for electronic copies of medical records may be charged as provided by S.C. Law.	Yes	
I understand that authorizing the disclosure of protected health information is voluntary.	Yes	
I acknowledge that I can refuse to sign this authorization.	Yes	
I acknowledge that I do not need to SUBMIT this form to receive treatment.	Yes	
I understand I may review and / or copy the information to be disclosed, as provided in 45 CFR § 164.524.	Yes	
I understand that any disclosure of information carries with it the possibility of unauthorized disclosure by the person / organization receiving the information.	Yes	
I understand that State Law Allows 45 Days for Processing.	Yes	
I understand that I have a right to cancel / revoke this authorization at any time. I understand that if I cancel / revoke this authorization I must do so in writing and present my written cancellation / revocation to the Health Information Services Department (Medical Records). I understand that the cancellation / revocation will not apply to information that has already been released in response to this authorization, as stated in the Notice of Privacy Practice. Unless otherwise canceled / revoked, this authorization will expire / end one year from this date.	Yes	

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Submit Questionnaire

Finish Later

Cancel

Once your request is processed, you will receive your eligible records via MyChart. You will receive a tickler message in your email that you have a new message from Medical Records or Download your record you requested.

You Might Want To...



Read your messages. You have 28 new messages.



Download the record you requested on Friday, January 8, 2016.

To access your released records, go to MY MEDICAL RECORD and choose REQUESTED RECORDS.

The screenshot shows the 'My Medical Record' section of a web application. At the top, there are several navigation tabs: Home, Messaging, Visits, My Medical Record (which is currently selected), Billing, and Preferences. Below the tabs, there's a sidebar titled 'What's in My Record?' containing links like Test Results, Health Summary, Current Health Issues, Medications, Allergies, Preventive Care, Medical History, Immunizations, and Administrative Info. To the right of this sidebar is a 'Medical Tools' section with links for Lucy, Download My Record, Requested Records (which is highlighted with a red box and a red arrow pointing to it), Authorize Sharing, Health Trends, Questionnaires, and Wallet Card.

All records are password protected, click SHOW PASSWORD to view the system generated password.

This screenshot shows the 'Requested Records' page. It features a header with a medical icon and the title 'Requested Records'. Below the header, a message states: 'This is where your specially requested medical records appear for download. If your record requires a password to open, click Show Password to view it.' A table lists a single record:

Description	Date Requested	Status
RequestedRecord_1/8/2016.pdf	1/8/2016	Available until 7/6/2016 2:13 PM EDT

For this record, there are two buttons at the bottom: 'Show Password' (with a lock icon) and 'Download' (with a downward arrow icon). A red arrow points from the text 'Highlight password and right click to choose copy. Click DOWNLOAD and when document asks for password right click and paste the password. Records will download into a PDF document.' to the 'Show Password' button.

If you have any questions, please [send us a customer service request](#).

Highlight password and right click to choose copy. Click DOWNLOAD and when document asks for password right click and paste the password. Records will download into a PDF document.

This screenshot shows the same 'Requested Records' page as the previous one, displaying a single record in a table:

Description	Date Requested	Status
RequestedRecord_1/8/2016.pdf	1/8/2016	Available until 7/6/2016 3:12 PM EDT

For this record, there are three buttons at the bottom: 'Show Password' (with a lock icon), 'Download' (with a downward arrow icon), and a third button labeled '9SCubi' with a key icon. A red arrow points from the text 'Highlight password and right click to choose copy. Click DOWNLOAD and when document asks for password right click and paste the password. Records will download into a PDF document.' to the 'Show Password' button.

If you have any questions, please [send us a customer service request](#).