

Effective date: January 15, 2018

Information about your medical record request

Dear Patient,

As part of our commitment to our patients and communities PeaceHealth is working on streamlining access to clinical data and improving the flow of health information.

Access to much of your PeaceHealth personal health record is available, **free of charge**, online at www.MyPeaceHealth.org, from your computer or mobile device.

Examples of what you can find on the **My PeaceHealth** patient portal include:

- Test results - labs, pathology, diagnostic imaging (X-rays, MRI, Ultrasound, CT), and other study results
- Medication list
- Allergies
- Problem list
- Provider notes
- After-visit summaries

Signing up is easy. Just click the **Sign Up Now** button under “**New User?**” at www.MyPeaceHealth.org. If you have questions about enrolling, call PeaceHealth Customer Service at 877-202-3597.

For additional personal health records requests, PeaceHealth has partnered with CIOX Health, the nation’s largest provider of release of medical information services, to process and fulfill your request for a copy of your medical record. We can be reached at **360-729-1300**. Email us at ReleaseofInfo@peacehealth.org. Or visit us at www.PeaceHealth.org; click the **For Patients** link, and select **Medical Records**.

A CIOX Health client services representative digitally captures your protected health information from the facility’s medical record through our confidential and secure technology platform. Your medical record information is then digitally transmitted to our Release of Information Processing Center, where it is packaged and mailed or electronically delivered to you, via our eDelivery functionality, all in a HIPAA-compliant format. You may also choose to pick up your records at a PeaceHealth facility, *by appointment only*. Please call **360-729-1300** to make an appointment.

Due to the strict procedural and highly regulated steps involved in this process, known as the release of information process, there are costs associated and, therefore, a fee will be charged for this service.

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Here's how the fees are calculated for patient requests for medical records:

<u>How are they Stored → How are they released</u>		<u>What is the Fee</u>
Electronic	→ Electronic	\$6.50 fee + tax
Electronic	→ Paper	\$0.90 labor cost + \$0.05/page supplies + postage + sales tax
Hybrid (Paper & EMR)	→ Electronic	\$6.50 (EMR) + \$0.07 per paper page + tax + postage
Hybrid (Paper & EMR)	→ Paper	\$0.07/page + \$.90 labor + \$0.05/page supplies + postage + sales tax
Paper	→ Electronic	\$0.07 per page + tax + postage
Paper	→ Paper	\$0.07/page labor + .05/page supplies + tax + postage

The fee should be remitted to **CIOX Health** as directed on the invoice you will receive. Checks should be made payable to **CIOX Health**. Patients may alternatively pay their invoices online at www.healthportpay.com.

The following credit cards are also accepted:



While CIOX Health is under contract to provide release of information services, PeaceHealth is also committed to providing you with your requested medical record in an efficient and secure manner. We want to make sure you understand the process in which your records are provided, and the costs associated with obtaining them.

Please don't hesitate to contact us at **360-729-1300** if you have any questions about the services CIOX Health provides on PeaceHealth's behalf, or about the bill you may receive as a result of your request for medical records.

Providing efficient and optimized health information management processes advances our Mission at PeaceHealth to provide high-quality, patient-centered care for many years to come.

Thank you for choosing PeaceHealth. We are truly honored to be your trusted healthcare provider.

Sincerely,

Paula Hampton

System Director, Health Information Management
PeaceHealth System Services Center

Matthew Zastoupil

Vice President of Operations
CIOX Health