Medical Record Request Information – eDelivery

(Requestor should retain this page only)

Penn State Hershey Medical Center and Penn State Hershey Medical Groups has partnered with **HealthPort Technologies, LLC**, the nation's largest provider of release of medical information services, to process and fulfill your request for a copy of your medical record.

You have requested an electronic copy of your medical records. You will receive an email from HealthPort at the email address you have provided, that will include detailed instructions on how to access your electronic records via a secure web portal.

Once you have received the email notification from HealthPort, the medical record will be available via the web portal for thirty (30) days. If the record is not accessed during that time frame, it will be deleted from the portal. If you need the record after that time, you must resubmit your request to Penn State Hershey Medical Center.

To access the record electronically your computer must meet or exceed these requirements:

- Windows or Mac platform
- Pentium 3 or Mac G3 or higher
- At least 128 MB of RAM
- Internet Explorer 6.0 or 7.0 with 128-bit encryption pack or Netscape 4.77
- At least 56K modem; however, DSL or T1 line is recommended
- Adobe Reader (latest version available free from www.adobe.com)
- 200 dpi (or higher) printer (for printing records)

Due to procedural and regulated steps involved with the process of release of information, costs are associated with compiling medical records and, therefore, there could be a fee associated for requests for medical records. All fees are regulated by state and federal law.

Please note:
Patients receive pages 1 thru 5 at **No Charge**. State Regulated Fees are assessed from page 6 onward.*

Detail of State Rates:

Pages 6 - 20	**$1.34 per page**
Pages 21- 60	**$0.99 per page**
Pages 61 – end	**$0.33 per page**
Microfilm/Microfiche	**$1.97 per page**

Plus applicable tax

HealthPort web address: www.healthport.com

HealthPort @ PSHMC 717-531-1635

Please allow **7 -10 business days** for your medical record request to be processed.

*The fee should be remitted to HealthPort Technologies, as directed on the HealthPort invoice you receive.

Payment can be accepted in the following forms:

Checks are also acceptable and should be made payable to HealthPort.
Patients may pay for their invoices online at:
www.healthportpay.com.

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Electronic Record Delivery Request

Complete this form AND a Penn State Hershey Medical Center Authorization for Release of Medical Records (MR543) to receive your medical records as electronic PDF files rather than as printed copies.

Please return BOTH forms to the Clinic Staff or to Health Information Services at Penn State Hershey Medical Center.

Requester Information:

_____ _____ _____
First Name **Last Name** **Middle Initial**

_____
Date of Birth

_____ _____
Street Address **Suite/Apt #**

_____ _____ _____
City **State** **Zip Code**

_____
Email Address

Please provide my medical records through the HealthPort eDelivery online service. I understand and agree that:

- I must provide a valid email address, either my own or that of my designated recipient.
- My records will be provided as Adobe PDF files on HealthPort's eDelivery website.
- There may be a state regulated fee for compiling my records as described on the Medical Record Request Information – eDelivery sheet. If so, an invoice will be included with the records.

_____ _____
Signature **Date**