

Information About Your Medical Record Request

Dear Patient,

Suburban Hospital 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.

A CIOX Health Release of Information Specialist will capture your protected health information digitally from the facility's medical record system through their confidential and secure technology platform. Your medical record information will then be transmitted digitally to the Release of Information Processing Center, where it will be packaged and mailed or electronically sent to you in a HIPAA- compliant format.

Due to the strict procedural and highly regulated steps involved in the release of information process, there are associated costs and a fee for this service, which are:

Format of Original Patient Record	Cost for delivery in electronic or paper
Electronic Format (CD, Flash Drive & E-mail)	\$6.50 flat fee for electronic portion.
Paper/Micro film records	\$0.07 per page plus a \$0.90 flat rate labor fee
Additional Charges	Cost for delivery in electronic or paper
Patients to Doctors Request	\$0.00 charge (only if patient requests records to be sent to doctor and/or healthcare facility).
Doctors to Doctors Request	\$0.00 charge (only when requests are directly from doctor office and/or healthcare facility).

CIOX Health is committed to providing you with your requested medical records in an efficient and highly secure manner.

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

Please don't hesitate to contact CIOX Health at 800-367-1500 if you have any questions about the service they provide on Suburban Hospital's behalf, or the bill you may receive as a result of your request for medical records.

Thank you.

The fee should be remitted to CIOX Health as directed on the invoice you receive. Payment can be accepted in the following forms:



Checks are also acceptable and should be made payable to CIOX Health. Patients may also pay for their invoices online at www.Healthportpay.com. © 2016 CIOX Health

