

# Information about your Medical Record Request

Dear Patient,

**Johns Hopkins at Suburban** 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 digitally captures your protected health information from the facility's medical record through our confidential, 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 sent to you, via our e-Delivery functionality, all in a HIPAA-compliant format.

**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 for this service based on regulated rates, which are:**

| Format of Original Patient Record | Cost for delivery in electronic or paper   |
|-----------------------------------|--|
| Electronic                        | \$6.50 flat fee for electronic portion.  |
| Paper/Micro film records          | \$6.50 flat fee plus a per page fee of \$ 0.07 per page.   |
| Additional Charges                | Cost for delivery in electronic or paper   |
| Patients to Doctors Request       | \$6.50 flat fee (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).     |

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

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

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

Thank you,  
CIOX Health

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](http://www.Healthportpay.com).

