

Disclosure Process and Fee Explanation Letter Grace Clinic of Lubbock

Dear Patient:

As a patient, you have a right to copies of your medical information. In addition, medical records are legal documents that must be maintained by Grace Clinic of Lubbock. To assure we are doing everything we can to comply with HIPAA rules and protect the privacy of our patients, we have partnered with Sharecare Health Data Services (HDS), a national Release of Information provider, to assist us with this process. Under federal and state law, Sharecare HDS is allowed to recover certain costs related to making copies of your medical records available to you. The fee we charge is cost-based to include labor, materials and postage as defined by HIPAA and highlighted by the Omnibus Final Rule. How the record is stored and delivered are variable factors affecting the fee.

To minimize this fee, we encourage you to limit your request to just the records that you truly need. *Note that on the attached authorization form, there is an option to select a 2-year abstract plus 5 years of labs, radiology, and diagnostics.* For many patients, this option is sufficient for their purposes and keeps their bill lower than it otherwise would be.

Please fill out the attached authorization form completely and submit via fax or mail to:

Grace Health System
2412 50th Street
Lubbock, TX 79412
FAX: 806-686-3354

Please note that the Sharecare HDS quality control process does extend the turn-around-time for your request to be fulfilled. However, you can expect that an invoice will be sent to the address on your request within 14 business days. Invoicing information may be reviewed sooner by calling customer service below. This fee can be remitted by Check, PayPal or Credit/Debit Card.

Check Status 5-7 business days after submitting request: <https://recordstatus.sharecare.com/>

Pay Online

<https://hds.sharecare.com/>

Click on Pay Online - Top right selection –

<https://payment.bactes.com/Payments/>

Enter your email address for Receipt – Invoice # - Amount of Invoice

Pay by Phone: (800) 560-3800

Press #2 for Customer Service

Your request will be fulfilled upon payment. For questions, please contact Sharecare HDS at **(800) 560-3800** and press 2 for Customer Service.

Thank you for your confidence in Grace Clinic of Lubbock.

TX231

Patient Information

 Patient Full Name: _____ Date of Birth: _____
 Patient Address: _____ Home Phone: _____
 City: _____ State _____ Zip: _____ Work Phone: _____

Release Information To

I hereby authorize Grace Clinic of Lubbock to release my medical record information to:

 Mail Copies To:

 Discuss Medical Information With:

Name/Facility: _____ Attention: _____

Address: _____ Phone: _____

City: _____ State _____ Zip: _____ Fax: _____

 Purpose of Request: Personal Continuing Care Insurance Legal Transfer (*Explain*) Other (*Explain*)

Comments/ Authorization Specifications: _____

NOTICE: The information release pursuant to this Authorization may be redisclosed by the receiving institution or individual to other individuals or organizations that are not subject to federal and/or state privacy laws. Grace Clinic of Lubbock will not condition treatment on the signing of this Authorization or payment of associated fees.

Information to be Released
 Please provide a 2-year abstract (includes 5 years of labs, radiology, and diagnostics)

 Please provide *only* the following records within the date range listed below:

 Please provide my entire medical record for dates:
 From _____ To _____

 ___ Progress Notes/Consults ___ Labs ___ Radiology
 ___ Pathology ___ Billing ___ Other (*Explain Below*)

 Please provide my entire billing record for dates:
 From _____ To _____

From _____ To _____

Comments/ Authorization Specifications: _____

NOTICE: This Authorization is valid for 90 days (30 days for alcohol/drug abuse treatment) unless you specify otherwise. You may revoke this Authorization at any time by providing a written statement to the Health Information Management Department at Grace Medical Center, 2412 50th St, Lubbock, TX 79407, except to the extent that Grace Clinic of Lubbock has already completed action on it.

POTENTIAL FEES: See the "Fee and Process Explanation Letter" for more information regarding associated costs.

Authorization to Release Protected Information
Required: Please complete the check boxes below indicating how protected information should be handled, even if the categories do not necessarily apply to the patient's medical records.

Release Records? Check one

Initial each line below to confirm your choices

<input type="checkbox"/> DO	<input type="checkbox"/> DO NOT want * Psychotherapy Notes released	_____
<input type="checkbox"/> DO	<input type="checkbox"/> DO NOT want information about * Mental Health released	_____
<input type="checkbox"/> DO	<input type="checkbox"/> DO NOT want information about * HIV Tests & Related Information released	_____
<input type="checkbox"/> DO	<input type="checkbox"/> DO NOT want information about * Alcohol and/or Substance Abuse released	_____

STOP AND REVIEW: Please confirm that you have put a checkmark and initialed **ALL** the protected information categories above regardless if they are applicable or not. If form is incomplete, or if protected information is not released, we may be unable to fulfill this request.

NOTICE TO RECIPIENT: Federal rules prohibit further disclosure, by the recipient, of any alcohol or substance abuse records released under this Authorization, unless the recipient has received written consent from the person to whom it

Sign Here

Date Here

Patient's Signature _____ Date _____

Parent/Legally Recognized Representative Signature _____ Date _____

Description and Proof of Authority to Act on Patient's Behalf _____

Know Your Privacy Rights
 Refer to the HIPAA
"PRIVACY NOTICE"

 Document Updated:
 3/16/2016