Requesting Medical Records
Frequently Asked Questions

Do you plan to request records from this facility? If the answer is yes, we would like to answer a few questions you may have.

What is Verisma Systems, Inc.?
Verisma® specializes in the complex process of releasing patient medical information to authorized requestors. Ellis Medicine has contracted with Verisma to provide this service on their behalf.

Why am I being charged for my medical records?
Your original medical records are the physical property of the medical facility. There are many steps involved to protect your privacy and follow all laws, regulations and policies to fulfill your request for copies of your medical records. Your medical records must be located, reviewed, scanned, printed and prepared for delivery.

How can I be sure I am paying only for what I need?

- If you are requesting your medical records in order to take them to another provider, there is no charge to you if the medical records are sent directly to the provider.
- If your request is for medical records for a third party, such as the Social Security Administration or an attorney that you are working with, please check with them to make sure they are not also requesting your medical records. This will assure you that you are not paying for medical records that you do not need.
- Request only the specific medical records that you know you need. For instance, if you need medical records for a certain injury or date of service then be careful to request only the necessary medical records to avoid paying for something that you do not need.
- An abstract of your medical visit may be sufficient. An abstract contains the essential points of your visit and excludes non-essential documents such as flow sheets and graphs. Ask the HIM department representative for more details on an abstract.

How does Verisma charge for its services?
The fees that we charge for medical records are based on state regulations. The applicable fee is set by the state of the facility from which you requested medical records.

Medical records are available as paper documents, by electronic download from our tracking site or, upon specific request, on a password-protected and encrypted Compact Disc

How do I pay to receive copies of my medical records?
When you receive your invoice, please mail a check for the amount along with the bottom portion of your invoice to Verisma at the address on the invoice. You may also pay with Visa, MasterCard or American Express on our tracking site or by calling our customer service department at 866-390-7404. We do not accept cash.
You can track your request online using your tracking ID code which is on all Verisma communications regarding your request. Visit track.recordjacket.com or click on the “Track Your Request” link from our website www.verismasystems.com, enter your tracking ID code and follow the instructions. You may also pay for the records by credit card and download the requested records on our tracking site.

Verisma is there for all Ellis patients and appreciates the opportunity to serve you. Please call 866-390-7404, visit www.verisma.com or e-mail info@verisma.com if we can provide any further information.