How to Get Your Medical Records

Complete the Patient Request for Access to Health Information form or Authorization for Release of Information form.

Include the following required information to ensure timely processing of your request:

- The patient’s full name, date of birth, and the last four digits of his/her Social Security number.
- The patient’s full address including street, apartment number, city, state, and zip code.
- A telephone number to contact you if we have questions. You may also include an email address if available.
- Complete information about the person or medical practice who will receive the medical record:
  - Name of the medical provider or practice (or any other person or entity you designate).
  - Complete address including street address, building, suite number or office number, city, state, and zip code.
  - Telephone number and fax number.
- The purpose of the request.
- The type of information to be released.
- Sign the form

Fees and Payment

Ellis Medicine uses the services of Verisma Systems, Inc. (Verisma) to process all requests for medical records. Verisma charges a flat fee of $6.50 (six dollars and fifty cents) to patients who want their own records sent to them, or who want their records transferred to a new doctor or practice. To make payment:

- By credit card--call Verisma at or 866-390-7404.
- By check or money order, mail to:
  - Verisma Systems, Inc., P.O. Box 556, Pueblo, CO 81002.

Processing Your Request

Verisma responds as quickly as possible to all requests for medical records. Please allow up to fifteen (15) business days for processing. Medical records can be sent by mail on paper or on CD ROM (Compact Disk-Read Only Memory), or by download to your personal computer (PC).

- Medical records are not sent by fax.
- Medical records may not be picked up in person.

For questions about your records request, call Verisma at 866-390-7404.

Medical Records Policy: Medical Records and all the information in them are confidential. Verisma is responsible for safeguarding medical records from unauthorized use, loss, and/or destruction. Medical information/records may be released only with the valid written consent of the patient or the patient's legal guardian, or unless ordered to do so by subpoena or court order.