

**UNIVERSITY HEALTH SERVICES**  
**Kent State University**

Subject: Photocopying and Sending Records

Policy #: HIMS 010

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Director

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Supersedes Date: 3/23/11

Effective Date: 2/17/2016

**PURPOSE:** To ensure that requests for medical records are processed legally and accurately.

**STANDARDS:**

- I. All requests for photocopying medical records will be scanned in the Consent and Release Forms section of the patient's EMR.
- II. All requests must be accompanied by a release of information. Releases are valid for 90 days.
- III. Appropriate fees will be charged prior to release of records: Fees will not exceed the maximum set in ORC 3701.74.
  - A. Requests from a patient or the patient's representative:
    - No records search fee
    - No charge for pages 1-3
    - \$2.74 per page for pages 4-10
    - \$0.57 per page for pages 11-50
    - \$0.23 per page thereafter
  - B. Requests from a person or entity other than a patient or a patient's representative:
    - \$16.84 records search fee
    - for data recorded on paper or electronically:
      - \$1.11 per page for the first 10 pages
      - \$0.57 per page for pages 11-50
      - \$0.23 per page for pages 51 and higher
    - The actual cost of postage may also be charged
  - C. Referrals to specialists from UHS practitioner: no charge
  - D. Court ordered chart: no charge
  - E. Student Health Insurer: no charge
- IV. All subpoenas will be routed to the Director for approval prior to processing.
- V. Information will be faxed with an appropriate cover sheet. The fax cover sheet and release should be stamped when completed, and initialed with date/time. The fax cover sheet will be scanned in the Correspondence section of the EMR. The release of information will be scanned under Consent and Release Forms.

- VI. Any additional paperwork related to the release of information will be housed in the Correspondence section of the chart.
- VII. The request will be processed in a timely manner. The length of processing time should not exceed 5 business days.