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to obtain Radiology images, please contact the Radiology Department directly.

We offer several ways to request your medical records depending on the type of information you need and preferred format. MyHealthOne consolidates many common tasks into one secure, easy-to-use online patient portal. It gives you access to most of your medical records on your desktop computer, laptop, tablet or smartphone 24 hours a day. Some medical records may only be available through our hospital Medical Records office. Access Patient Portal Download the MyHealthONE app You can also download the MyHealthONE app in the App Store® and on Google Play to access your health information. To request a copy of your medical records through the online portal, click on the link below and follow the prompts for online medical record request submission. The link below will take you to an online health information request portal on a new screen. If you have questions about the Medical Records request process, please contact (844) 481-0278. Online Medical Record Request Portal Download, print and complete the authorization form. The authorization form must be signed and dated. In order to verify your identification and validate your authorization, we require a legible copy of a valid photo I.D. (e.g., driver's license, military I.D. or state I.D.). You may send your request in the following ways: Fax: (844) 481-0298 Email requests Mail: PO Box 290789 Nashville, TN 37229-0789 To obtain Radiology images, please contact the Radiology Department directly. To obtain a certified copy of your Birth Certificate please contact your state or local Vital Statistics Office. Records delivered by mail will be shipped within 5-7 Business days after processing. Records delivered by email will be received within 1-2 Business days after processing. For questions regarding obtaining medical record copies, or to obtain the status of your request call (844) 481-0278. For immediate continuity of care, your healthcare provider can request records. The physician office must fax a written request on their letterhead to (786) 206-0830 indicating the patient's name, date of birth, date of visit and the name of the facility where you were treated. Please indicate "STAT" for all urgent requests. For assistance, call (844) 481-0278. Requests should be sent from your insurance company, attorney, or Disability Determination Service and mailed to the address below. We cannot accept faxes and email requests. For assistance, call (844) 481-0278. Mail request to: Tampa SSC PO Box 292409 Nashville, TN 37239 -2409HCA Florida Mercy Hospital3663 S Miami AveMiami, FL 33133 You can access our general patient resources below, or check out our locations to find patient and visitor information related to the Mercy Health hospital, clinic or medical center at which you have your next appointment. MyChart - Access Your Mercy Health Medical Records Using MyChart, you can access your Mercy Health medical records and patient chart in real time. Learn More Evisits - Primary Care without Leaving Home An ideal solution when you have a common, non-urgent medical issue, a MyChart Evisit is a convenient service for existing primary care patients that is easy to book online from home, the office or wherever is convenient for you. Learn More Pay a Mercy Health Bill Learn more about the methods and ways to pay your Mercy Health hospital or physician practice bill. Learn More Request Medical Records Get information on how to request a copy of your Mercy Health medical records from a hospital or physician. Learn More Download Our Hospital Pricing Sheets Mercy Health is happy to provide information on anticipated charges for services most frequently provided at our hospital facilities. Learn More Patient Rights Learn more about patient rights and responsibilities. Learn More Notice of Privacy Practices Learn more about how medical information about you may be used and disclosed -- and how you may get access to this information. Learn More Hospital Pre-Registration Please fill out your hospital pre-registration at least three days prior to your service. On the day of your procedure, please bring your insurance cards and photo ID with you for verification. Learn More Interpretation Services We recognize that effective communication is one of the key factors in providing patient centered care. We honor the rights of individuals with disabilities and accommodate all patients, including those who do not speak English as their first language. Learn More Financial Assistance Resources Learn more about the financial assistance resources offered at Mercy Health. Learn More Accepted Insurance Plans Mercy Health accepts a variety of health insurance types from many carriers to best serve our communities. Click below to view accepted insurance plans by our hospital locations. Learn More please click here Option 1: You can request your medical records through MyChart There are three easy ways to sign up for MyChart: Register online - You may have been given a 10-digit activation code at your last doctor's appointment. If so, click here to register online. No need to worry if you don't have an activation code. You can still register for MyChart by providing a little bit of information about yourself. Click here to register without an activation code. Register at your provider's office - It's quick and easy to set up an account at your health care provider's office during your next appointment. Register by phone - Prefer to register for my chart by phone? Simply call the Mercy Health MyChart help desk at 1-844-552-4278. Sign up for MyChart Existing MyChart users Already have a MyChart account? Simply click below to instantly access your medical information: Log in to MyChart Option 2: Request Medical Records Online (eRequest) for Cincinnati, Defiance, Kentucky, Lima, Springfield, Tiffin, Toledo, Willard and Youngstown. Request medical records via secure website hosted by our release of information partner Ciox/Datavant. If you are unable to complete request online, refer to additional options to submit your medical records request below. Request Records Option 3 - Submitting medical record request for Cincinnati, Defiance, Kentucky, Lima, Springfield, Tiffin, Toledo, Willard and Youngstown locations (Hospital, Physician Offices, Clinics, Urgent Care, etc). Completed authorization for release of protected health information form, along with copy of photo ID can be mailed to: Mercy Health ROI 947 S. Wheeling St. Oregon, Ohio 43616 If you have any questions or need additional options to submit a medical records request, please refer to the site contact information below. Submit your request to the nearest Mercy Health location. Medical Records Request Forms English Spanish Cincinnati Email - MercyROI@datavant.com Phone - 844-397-1513 Anderson and Clermont Fax: 513-599-4479 Fairfield Fax: 513-599-4491 Jewish and Kings Mills Fax: 513-599-4493 West Fax: 513-599-4728 Email: MercyROI@datavant.com Phone: 844-397-1514 Lourdes Fax: 270-715-1539 Marcum and Wallace Fax: 606-618-9582 Email: MercyROI@datavant.com Phone: 844-796-9755 Fax: 567-202-9031 Send your request forms to: Health Information Management - ROI 3700 Kolbe Rd Lorain, OH 44053 Phone: 440-960-3320 Fax: 567-202-9029 Springfield Email: MercyROI@datavant.com Phone: 844-835-1238 Fax: 513-599-4503 Email: MercyROI@datavant.com Phone: 844-835-1240 St. Anne, St. Charles, St. Vincent, Perrysburg, Defiance Fax: 567-202-9034 Tiffin and Willard Fax: 567-202-9032 Email: MercyROI@datavant.com Phone: 844-242-5477 Fax: 330-752-0990 Requests to Update Protected Health Information Forms English Spanish When will I receive a copy of my medical record? Please allow 30 business days for us to process your request. In some cases, the information you need may be stored at one of our offsite storage locations so additional time may be required to process your request. Please be sure to fill out the authorization form accurately. Inaccurate information on the form may cause delays in providing you with the information you requested. Fees if your request requires a fee, you will be notified of the fee before the record is sent. Mercy provides the MyChart Mercy patient portal for outpatient and inpatient health information. MyChart offers online access to patient health care records. Patient medical records are confidential and maintained by Mercy's Health Information Services Department. Patients or their representatives with legal medical power of attorney or guardianship, can authorize the release of confidential patient information. Medical Records Requests Via MyChart Mercy Patients can request electronic medical records for personal use through MyChart. After entering the required information, the records are released through MyChart at no charge. Simply log into the MyChart account and follow the links under Menu, Medical Records, Medical Records Request. View the MyChart Record Request Tip Sheet for more information. Hard Copy Medical Records Requests Mercy can also provide a hard copy of medical records (from the patient's physician and/or hospital) or send it to a designated entity on the patient's behalf. To request a copy, please provide the following documents: Completed and signed authorization form Please be sure to check off the location at the top of the authorization and the second page if applicable. If the authorization is not completed properly this can delay the release of the medical records Copy of a valid government-issued photo identification card A copy of the legal appointment as a personal representative (for example: guardian, health care power of attorney, etc.), if applicable If the request is for medical records of a deceased individual, a copy of the Letter of Administration from The Office of the Register of Wills and a copy of the death certificate Please fax the documentation to 410-332-0336 or mail to the following address: Mercy Medical Center Health Information Services, Ground Floor POB 301 St. Paul Place Baltimore, MD 21202 Requests are typically processed within 20 business days from the date of receipt. Fees may apply. If applicable, our disclosure management agent, MRO, will notify the patient of the cost for the copies of medical records requested. For additional questions or information, contact Mercy's Health Information Services Department at 410-332-9489. To request copies of radiology images or films, contact the Department of Radiology at 410-332-9268. Birth and Death Certificate information Mercy Medical Center does not provide birth certificates or death certificates. For a copy of a birth, death or fetal death certificate, contact the Maryland Department of Health and Mental Hygiene, Division of Vital Records at 410-764-3038 or apply online. The release of personal medical health records can be obtained by completing the appropriate form(s) below and submitting to your Mercy physician's office or local Mercy Health Information Management office. Patient Request: Access to Protected Health Information (PHI): English | en Español Third-Party Request: Authorization for Use and Disclosure of Protected Health Information: English | en Español Additional Patient Forms Attestation Regarding a Requested Use or Disclosure of PHI: English Request for Accounting Disclosures of Protected Health Information: English Request for Amendment of PHI: English Request for Confidential Communication of PHI: English Request for Release Restriction to Insurance Carrier: English For questions regarding the above forms, please contact your local Health Information Management office: Fax: 580-421-1384 Email: [email protected] CHI Mercy Health is required by law to maintain the privacy of your health information, to provide you with a notice of our legal duties and privacy practices, and to follow the information practices that are described in our Notice of Privacy Practices. You have the right to receive a copy of your health information that we maintain, with some limited exceptions. You have the right to receive a copy of your health information in a format you prefer (e.g., paper or email). You have the right to request that your health information be sent to any person or entity. CHI Mercy Health gives you, or your authorized representatives, two options for accessing your CHI Mercy Health medical records: View your information via PAccess, the patient portal. Mercy's Patient Portal gives you online secure access to your information and pay medical bills online. Patient Portal Request a copy of your medical records. Fillable Proxy Consent Forms available: Adult Proxy Consent Form Adolescent Proxy Consent and Directed Access Request Form Child Proxy Request Form Revocation of Access Consent Form Starting the process for a request for Medical Records Note: This is not to request Radiology Images. Click here for Imaging Requests. Complete and sign this form. For imaging specific requests, please fill out this Release of Information form and email it to [email protected]. To pick up the image records in person if you are not the patient, a letter from the patient is required, giving permission for the pickup and photo identification. Please email us for details on what the letter must include. Please DO NOT EMAIL THIS FORM. It contains your personal information and most email is not secure. You can: Bring the form to Mercy Medical Records Office Fax the completed and signed form to Medical Records Fax 541.677.2459 Utilize your patient portal account to securely submit your signed and scanned form. Electronic Request for Records CHI Mercy Health now offers an online patient request that verifies your identity by asking for a photo of your driver's license, which can be taken via webcam or smartphone. Please note: Chrome, Safari and Firefox are the browsers for this application. Request Records Electronically Cost For medical use, there is no fee if records are to be sent directly to a doctor or other healthcare provider for the purpose of continuing care. For copies for patients or their representatives, there will be a reasonable, cost-based fee. For copies or other uses, the current rates set by Oregon state law may apply as follows for Hospital Medical Records. Datavant is the approved release of information vendor for Mercy Medical Center. All invoices are sent from Datavant along with the records. Datavant does not prepay patients. If records are picked up, an invoice will be mailed. Electronically maintained medical records delivered in electronic format \$6.50. Electronically maintained medical records combined with paper records delivered in electronic format are billed at \$6.50 (for the electronic portion) + \$0.07 per page (for the paper portion) for labor involved in creating an electronic copy of the records maintained on paper. Electronically maintained medical records delivered on paper are \$0.90 for labor cost to create the paper copy of the record maintained electronically plus \$0.05 per page for paper and toner. Paper records delivered in electronic format are \$0.07 per page for the labor involved in creating an electronic copy of the records. Paper records delivered on paper are \$0.12 per page. Plus, postage and applicable taxes Processing your request We will make records available in a timely fashion not to exceed 15 working days. If we're not able to make records available at the time of request, we will inform you of the status of your medical records and produce your medical record within 21 days from the receipt of the request. If the information requested does not exist or cannot be found you will be notified within 15 working days. Medical records usually are mailed. If records are picked up, a valid photo ID must be presented. If someone other than the patient picks up records, this must be specified on the Authorization for Disclosure form. The person picking up must show a valid photo ID. Getting copies of radiology images Requesting Your Imaging Exams is an easy process, please click here to learn how.

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