

## Request Medical Record from Kaiser

Two options are available when requesting medical records from Kaiser Permanente:

1. The member may Fax or email the Medical Record Request form to their local (Kaiser) medical correspondence office. There is no cost for the request of the record. The following information must be included in the request:

Name

DOB

MR#

Address for records to be sent

Specify the time period they are requesting (standard is 2 yrs. if not specified)

Specify if they need radiology images included (only available on CD, and not included automatically)

Submit the Authorization for use or Disclosure of Patient Health Information form

2. The records can be emailed or burned to a CD and sent out either to the patient or the physician. The Authorization for use or Disclosure of Patient Health Information form must be submitted. This request takes approximately 10 business days for processing. If you are requesting for the records to be sent to the physician, written authorization is required. If possible, include a phone number to the new physician the Kaiser team will reach out to the physician and ask the preference of records (email or CD). **When sending in email format to the physician for privacy the link is only temporary and will expire in 10 days so it must be opened timely. If not opened the member will have to request the records and the process begins again.** Kaiser is moving away from paper copies, if the member request paper, there is a cost for paper, it is \$0.05 per page after 50 pages which will be paid directly to Kaiser.