

## Medical Records

To better serve our patients, Integrity Document Solutions (IDS) will provide release of information services on behalf of Pacific Central Coast Health Centers.



## What You Need to Know

Patients can submit requests for medical records via mail, fax, or in person by completing the authorization form. This form is available at any of our Pacific Central Coast Health Centers or at <http://dignityhealth.org/phc>. Completed forms can also be sent directly to IDS via fax at **(805) 614-2648**.

### Turnaround Times

Patients can expect fulfillment turnaround times between 3-7 business days following receipt by IDS of a valid request and payment of any applicable fees.

### Fees & Payments

Patients requesting medical records for personal use or sending to a third party will incur a “processing fee” based on the following:

1. Actual time needed to process the request at a rate of \$9.69 per quarter hour plus CA tax
2. Media type ( paper, cd, or other electronic means)
3. Delivery method

Payment is required prior to the delivery of records. IDS accepts Visa, MasterCard, and Discover. Notice of total charges will be provided in advance by IDS. There is no “processing fee” for medical records being sent directly to another healthcare provider.

### Delivery Methods

Completed requests can be delivered via electronic copy through IDS’s secure electronic portal, USPS mail, or other carrier.

### Questions about your request?

**Please call the IDS Customer Service Department at 702-822-6400.**

