



## **Medical Records Release Protocol for Parents and Assigned Legal Guardians**

When a request for medical records to be released is made, the party with legal authority will sign the request for release of medical records form.

When the Infinity staff member is able to verify the authenticity of the requesting party, they will inform them that it may take 3 to 5 business days to complete the request. By law, Infinity Pediatric and Adolescent Medicine has 30 days to complete the request.

Authorized parties must understand that it is the policy of Infinity Pediatric and Adolescent Medicine to either forward ONE and only ONE medical record package to the designated new PCP or the records are to be given to the party with legal authority. There is no charge for this ONE copy. Infinity will not provide free duplicate copies of the medical record nor will they send multiple copies of medical records to multiple providers or specialists without a charge for this service. This is the responsibility of the parent/legal authority obtaining the records.

Should the individual with the legal authority to obtain medical records request additional copies, there is a charge for this service. They may request additional copies of medical records in writing by way of sending the required documents (obtained from the Infinity Website) either by the US Mail Service or an email sent to [info@infinitypam.com](mailto:info@infinitypam.com). The fee schedule for additional copies is as follows:

### **Patient fees for copies of medical records:**

<b>Shot/Immunization Record</b>	<b>\$5.00 per record per child</b>
<b>Pages 1-50</b>	<b>\$0.50/Per Page</b>
<b>Pages 51 and up</b>	<b>\$0.25/Per Page</b>
<b>Shipping and Handling</b>	<b>Add 10%</b>
<b>This excludes copies of X-rays</b>	

Payment must be made by cash, check or debit/credit card before the records will be released. We will contact you when the records are ready for pick-up or to be mailed, at which time payment must be made. If you have requested additional records be mailed to another provider, payment must be received prior to the records being mailed.