

## **Compass Medical, P.C. Medical Record Information**

Compass Medical has partnered with a Bactes, a leader in release of information solutions, to help orchestrate all Medical Record Requests. Please refer to the frequently asked questions below for information on how to obtain a copy of your medical record, the cost, and the process.

The cost for reproduction on medical record requests is quite extensive, therefore, in order to fulfill your request, Bactes must ask for an upfront fee according to Massachusetts Statute. This fee is geared to off-set the rising costs associated with copying, tracking and reporting processes surrounding your request. Please contact Bactes directly for any questions or concerns regarding this fee.

## **Frequently Asked Questions**

### **How can I obtain a copy of my medical record?**

Complete the CMPC "Authorization for use or disclosure of Medical Record Information". Please forward this completed request to the MD office of the records that you are requesting.

### **Is there a cost to obtain a copy of my medical record?**

Yes, there may be a charge to obtain a copy of your medical record. The cost is based on the following:

- the information requested
- the number of pages reproduced
- postage

The copy fee is in accordance with the Massachusetts law (MGL Chapter 111: Section 70).

Alternatively, you may request an 'abstract' of your medical record, which contains immunizations, two (2) years of office visits and labs, and five (5) years of radiology and diagnostic reports. The maximum fee for the abstract is \$25.00 or the MA Statute whichever is less. The abstract is usually sufficient to meet the need of many requests. Additional options and pricing can be found on the medical record request form.

### **How can I submit my payment?**

You will receive an invoice from our release of information vendor, Bactes, shortly after we receive your request. Please note that Bactes accepts MasterCard, Visa, American Express, Discover and check or money order for payment. Unfortunately, Flex Health spending cards cannot be used for payment.

### **How soon can I expect the release of my medical record to be completed?**

Processing time varies depending on the type of request; routine requests are usually completed within seven business days, assuming payment has been received.

### **Can I get my records sent to me electronically?**

Yes, Bactes will provide a copy of your medical records via CD or secure email at no additional cost. Please contact Bactes directly if this is the preferred method of receiving records.

### **How can I get a copy of my medical record from my former doctor to my new Compass Medical, P.C. doctor?**

If you need medical records from a previous doctor mailed to us, we will be happy to assist you. Simply complete the CMPC, "Authorization for use or disclosure of Medical Record Information" form and send it to your previous doctor. If provided with the mailing address, we will be happy to mail it for you. It is recommended that you contact your previous provider to obtain their medical record processing details as fees may apply.