

MEDICAL RECORD REQUEST PROCESS

Submit your requests online through HealthMark's Request Manager™.



The HealthMark Group platform allows you to manage requests for your medical records with the click of a button! Submit your requests, check status, and download all online without the need to physically visit your providers' offices.

GET STARTED TODAY

Visit <https://requestmanager.healthmark-group.com> OR Scan the above QR code.

CONTACT HEALTHMARK GROUP

Call: 800-659-4035

Email: status@healthmark-group.com

Hours: Mon - Fri, 8AM - 5PM CST

Status updates are sent via email and you will be notified once your records are ready for download.

- It is an approximately 1 to 3 business day turn time on all medical records requests.
- Medical record requests are processed in the order they are received.

To Request a Copy of Your Medical Records

- Complete an online request as outlined above or complete and return an Authorization to Disclose Health Information form, dated and signed by the patient (14 and Older).
- For patient requests, include a copy of valid photo ID (driver's license, military ID, state/government ID, passport) for the patient.
- If the patient is under the age of 14, physically or mentally incapacitated, or deceased, a legally designated representative may complete the necessary forms on behalf of the patient and submit the request. Legally Authorized Representative Form(s) (guardianship, executor of estate, Power of Attorney, etc.) must be included.

*There is no charge for having your medical records sent to another medical facility.

If you have any questions regarding release of health information, please call:

RMC Main Campus – 256-235-5763