



As part of our efforts to provide you and your family a safe and healthier environment, RMC and Stringfellow Memorial Hospital recommend that you do not come to the hospital to get copies of your medical records. The best option to get your medical records is to create an account with Chartfast.com, our release of information service.

**Below is a step by step process that provides guidance on how to set up an account:**

To set up your account, go to [www.chartfast.com](http://www.chartfast.com) and click the green "Request Your Records" button, which will take you into the ChartFast platform login screen.

Under "New Requestor" click "Register", then choose "Patient" from the dropdown box and follow the prompts to create a new account.

After you have created your account, you will receive an email to confirm your account (be sure to check your Spam/junk folder if you do not see the email). If you do not receive the email, please call 1-855-764-9430 (toll free) and a representative from ChartFast will be happy to assist you.

Once your account has been created, you can login to [www.chartfast.com](http://www.chartfast.com) to request your records, which can either be mailed to you, or they can be placed in your ChartFast account where you can go to view and/or print them.

Call ChartFast's toll free 1- 855-764-9430, or email [support@chartfast.com](mailto:support@chartfast.com) if you have any questions or issues.

If you need a copy of your medical records for a follow up visit to your physician, the best option is to ask your physician to contact us directly. We will be happy to provide copies to your physician as needed.

If you do not have a computer or internet access, your medical records can be obtained by visiting the HIS Department on the first floor of the hospital at RMC.