



# LOST RIVERS MEDICAL CENTER

SUBJECT/TITLE: Medical Records Copy Fee Policy

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DEPARTMENT/SCOPE: Health Information Management

OWNER: JL

## 1. POLICY

With limited exceptions, individuals have the right to access, upon request, the medical and health information maintained by LRMC. (Refer to LRMC HIPAA Policy). However, HIPAA Privacy Rule at 45 CFR 164.524(c)(4) permits LRMC to charge a reasonable, cost-based fee that covers certain limited labor, supply, and postage costs that may apply in providing an individual with a copy of PHI in the form and format requested or agreed to by the individual.

Effective June 1, 2022, the following fees will apply to the below requests for PHI.

### 1.1 Patient

- 1.1.1 First 10 pages provided -\$0
- 1.1.2 Over 10 pages -\$6.50 (Includes all labor, supplies, and postage)
- 1.1.3 Information sent faxed electronically from Athena - \$0
- 1.1.4 Cost includes all labor, supplies, and postage

### 1.2 Third Party (attorneys, subpoenas, life insurance, etc.)

- 1.2.1 Base charge for clerical and other administrative expenses related to complying with the request - \$22.50
- 1.2.2 First 100 pages copied - \$0.25 per-page
- 1.2.3 Each page in excess of 100 pages- \$0.15
- 1.2.4 Cost Includes scanning paper PHI into an electronic format if needed, converting electronic information in one format to the format requested by or agreed to by the individual. Transferring (e.g., uploading, downloading, attaching, burning) electronic PHI from a covered entity's system to a web-based portal (where the PHI is not already maintained in or accessible through the portal), portable media, email, app, personal health record, or other manner of delivery of the PHI. Creating and executing a mailing or an email with the responsive PHI.
- 1.2.5 Cost does not include reviewing the request for access, searching for, retrieving, and otherwise preparing the responsive information for copying. It does not include the labor to locate the appropriate designated record sets about the individual, to review the records to identify the PHI that is responsive to the request and to ensure the information relates to the correct individual, and to segregate, collect, compile, and otherwise prepare the responsive information for copying.