



KAIZEN PSYCHIATRIC SERVICES

 (360) 836-0171
 (618) 822-4174
 info@kaizenpsychiatric.com
 www.kaizenpsychiatric.com

When requesting records, please keep in mind that encounter notes, medication lists, appointment summaries, lab results, shared documents and questionnaires are all available at no cost to you, 24 hours a day on the patient portal.

Non-digital Documents for Patients or Third Parties:

When non-digital records are requested, the individual will receive an estimate for cost. The estimate must be approved and paid by the individual prior to the processing of any request. No fee will be charged to electronically release your records to another Provider's office.

The cost for non-digital records includes a staff person who must be present for the time required to print, organize, pack and mail patient records. All records are printed at an outside facility using digital files.

In addition to the staff fee and per page cost, postage fees will be charged (package will be sent registered mail and require your signature to be delivered). A completed Release of Records authorization will be required.

Pages 1-50: 25\$

Pages 51- 100: 25\$ plus 0.18 cents per page

Pages 101-200: 50\$ plus 0.18 cents per page

Pages 201-300: 75\$ plus 0.18 cents per page

Pages 301-400: 100\$ plus 0.18cents per page

Rates for Digital Document Transfer to an Individual or Third Party:

All digital records are provided on a secure thumb drive which requires a digital passcode. The thumb drive is mailed to the requesting party in an insulated and padded envelope. The package is sent as Registered Mail and will require a signature at the time of delivery.

A flat fee of 25\$ will be charged in addition to the cost of a thumb drive, packing and postage.

No fee will be charged to electronically release your records to another Provider's office.

A completed Release of Records authorization will be required

Legal Information about the costs of transferring records to a patient or third party.

"There may be fees for the release of records as permitted by state law (ORS 192.563) and HIPAA Privacy Rule 45 CFR

Further Information about the individuals rights under HIPAA to access their health records can be found at this link. The full document (found at the link) has been added to your patient portal documents.

<https://www.hhs.gov/hipaa/for-professionals/privacy/guidance/access/index.html#maximumflatfee>