

Explanation of Fees for Medical Records

Star Rehab Corp **strives to offer the highest quality care** to patients and the highest quality service to our constituents. In order to do so we are continually **striking a balance between the cost of services offered and fees** to defray those costs.

If you are experiencing financial hardship we are more than willing to work with you. Simply ask for our “Financial Hardship Form” and if you qualify under the standard guidelines of poverty established by the federal government, we can waive or discount any of our fees.

The **strict HIPAA privacy and security laws** enacted by congress in 2002 have made the processing of personal and medical information a secure but lengthy process. The steps required to process a medical record request from a third party are as follows:

1. Administrator accepts and logs the request for medical records.
2. Administrator verifies and notifies medical records clerk of the request.
3. Medical Records Clerk (MRC) verifies patients authorization and release of their personal/medical information and files.
4. The MRC informs the treating doctor/therapist of the request.
5. Treating doctor/therapist reviews the chart, reports, and notes.
6. Treating doctor/therapist notifies MRC of file status.
7. The MRC copies and prepares the documents for mailing.
8. The MRC notifies administrative assistant of the package to be mailed.
9. The administrative assistant receives and logs the package to be mailed.
10. The administrative assistant notifies the mailing/shipping clerk of the item.
11. The mailing/shipping clerk receives and logs the package to be mailed and later applies the appropriate postage for mailing.
12. The package is then brought to the post office for safe mailing.

California State Law permits doctor/therapy offices to charge a reasonable fee to help defray the cost of processing medical record requests.

“The patient or patient's representative is entitled to copies of all or any portion of his or her records that he or she has a right to inspect, upon written request.... The physician may charge a fee to defray the cost of copying, not to exceed 25 cents per page or 50 cents per page for records that are copied from microfilm, along with reasonable clerical costs.”

Get more information about the law at

http://www.medbd.ca.gov/Medical_Records_Access.htm

To view our fees for medical record requests and other items please go to

<http://indefreept.com/Star%20Admin%20Links%20Page/MedicalRecords.html>.

We look forward to helping you with all your needs!