Patient Access to Medical Records Information

Ciox Health has contracted with El Paso Children’s Hospital to copy its authorized requests for medical records. Ciox Health is a bonded, independent service organization that specializes in processing requests for medical records. Ciox Health’s own trained personnel inspect copies and mails the medical records requested. All copies are made from the original medical record at EPCH, electronically transmitted to our print and mail center in Georgia and are mailed from there or the customer may choose to pay online and will be print the records out.

The actual medical record is the property of El Paso Children’s Hospital. It is the responsibility of EPCH to maintain and store these records for a designated number of years. Because the information contained in the records concerns you, only you or your legally authorized representative is allowed to request copies of the medical records. There is no built in charge for copies of medical records in the cost of providing medical care, a charge must be made when copies are requested.

Charge for copies of Medial Records
$0.12 per page plus postage (if mailed) and sales tax.

If you are requesting copies of your medical record for continuing care, the copies can be mailed or faxed directly to the Physician without charge. Please provide the physician’s: Name, address, Phone number and fax number. However, if you prefer to deliver the copies to your physician yourself, the fee must be paid in advance. An invoice and records will be mailed to you with payment instructions.

TIME FRAME

In order to provide you with a quality service, please allow a minimum of 3-5 business days from the date the request is received by us, for the request to be processed, depending on chart availability. If the records are in storage they could take up to 4-5 weeks. For walk-in pickups, acceptable forms of payment are check, money order or debit/credit card. Upon processing, walk-ins who are unable to pay at the time of pick-up, customer may choose to be billed by e-mail or receive an invoice by mail. Please see representative for details. ALL REQUESTS ARE PROCESSED IN THE ORDER THEY ARE RECEIVED. If you have not received the records you requested within 4-5 weeks, please call Ciox Health – Release of Information at 915-242-8574 to inquire about the status of your request.

How to request Copies

All requests for copies MUST BE IN WRITING, NO TELEPHONE REQUESTS ARE ALLOWED. To expedite the process, complete ALL the information requested on the authorization from. Identify yourself by PRINTING your name, address, date of birth and Phone number. If you are the Power of Attorney, we will need a copy of the POA papers. Include your signature and date as we verify this with your medical records.

GOVERNMENT ISSUED PICTURE ID IS REQUIRED
NO EXCEPTIONS