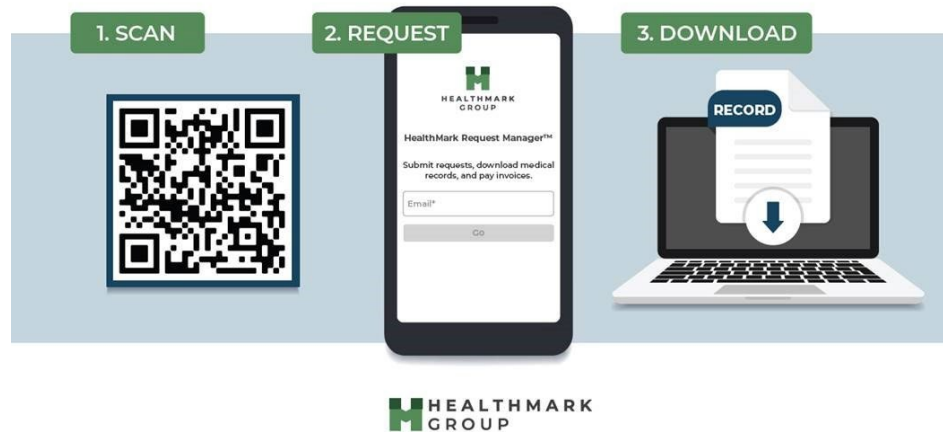


# MEDICAL RECORD REQUEST PROCESS

Submit your requests online through HealthMark's Request Manager™.



The HealthMark Group platform allows you to manage requests for your medical records with the click of a button! Submit your requests, check status, and download all online without the need to physically visit your providers' offices.

## GET STARTED TODAY

Visit <https://requestmanager.healthmark-group.com> OR Scan the above QR code.

## CONTACT HEALTHMARK GROUP

Call: 800-659-4035

Email: [status@healthmark-group.com](mailto:status@healthmark-group.com)

Hours: Mon - Fri, 8AM - 5PM CST

Status updates are sent via email and you will be notified once your records are ready for download.

- It is an approximately 1 to 3 business day turn time on all medical records requests.
- Medical record requests are processed in the order they are received.

### To Request a Copy of Your Medical Records

- Complete an online request as outlined above or complete and return an Authorization to Disclose Health Information form, dated and signed by the patient.
- For patient requests, include a copy of valid photo ID (driver's license, military ID, state/government ID, passport) for the patient.

\*There is no charge for having your medical records sent to another medical facility.

If you have any questions regarding the release of health information, please call:

Norman Regional and Norman Regional Clinics: 405-307-1366 option 9