



Reliant Medical Group has trained professionals working in the Release of Information Department who can assist you in obtaining your health information. Frequently asked questions regarding the release of information process are listed below. If you have any additional questions, please contact our Release of Information Department during our normal hours of operation.

**Hours of Operation**

Monday – Friday: 8am – 4:30pm  
Closed weekends and holidays

**Mailing Address**

Reliant Medical Group  
Release of Information Dept.  
385 Grove Street  
Worcester, MA 01605  
Tel: 508-721-1142  
Fax: 508-453-8030

**Frequently Asked Questions****How can I obtain a copy of my medical records?**

You must submit a written request or “Authorization to Release Medical Records” form to us at the address above or email us a signed copy at [release@reliantmedicalgroup.org](mailto:release@reliantmedicalgroup.org). This form is available on our website: <http://www.reliantmedicalgroup.org> or you may pick up a copy from any Reliant Medical Group site.

**How can I obtain copies of Radiology or Billing records from Reliant Medical Group?**

If you would like copies of your paper radiology reports, please submit a written request or an “Authorization to Release Medical Records” form to us at the address above.

If you would like a copy of your radiology films on CD, please contact the Gold Star Blvd. Radiology File room. If you would like copies of your bills please contact our Patient Financial Services department.

**Is there a cost to obtain a copy of my medical record?**

Yes, there is a charge to obtain a copy of your medical record. Pursuant to HIPAA 45 CFR, 164.254, we reserve the right to charge a reasonable cost-based fee for producing and mailing the copies. This fee is based on supplies and postage to fulfill your request. Often times an Abstract (2 years of notes and 5 years of testing) is sufficient for most patient care. If you want the entire record or more than a two year abstract, the rate may increase proportionately based on the cost. At no time will the cost-based fees exceed Massachusetts law (MGL Chapter 111; Section 70).

**How can I submit my payment?**

You will receive an invoice either from Reliant Medical Group or our copy service (Sharecare Health Data Services). We may require prepayment for the records.

**How soon can I expect the release of my medical record to be completed?**

Processing time varies depending on the type of request. Routine requests are usually prepared within seven (7) business days. Please feel free to call our Release of Information Department at the number above to discuss your individual medical record request needs.