ChartRequest

PHONE & EMAIL SCRIPT FOR MEDICAL RECORD REQUESTS

For Medical/Billing Records and Medical Images, please direct Requestors to ChartRequest with any of the workflow tools highlighted below.

E-MAIL SCRIPT

"Thank you for emailing your request for medical records. We have centralized our medical record request process. Please go to chartrequest.com and select Request A Record and Sign Up or Sign In to obtain your requested records. After you place this request, your records will be available in seven - ten business days or sooner.

PHONE SCRIPT

"Please go to chartrequest.com and select Request A Record and Sign Up or Sign In to obtain your requested records OR to check the status of your requested records. After you place this request, your records will be available in seven - ten business days or sooner. "

❓ⓘ FAQ'S

What do I do when someone comes into our office to Request medical records?

Provide the Requestor presenting in your office with the Walk-In sheet and let the Requestor know that all Requests must be made online through the ChartRequest Platform.

What do I do with Requests that are mailed to our office?

Scan the request & authorization and then email the documents to support@chartrequest.com. After emailing the documents, please shred any checks and any Personal Health Information received through the mail. ChartRequest will call the Requester and let them know the materials sent have been destroyed and help the Requestor with the request process.

What do I do with Requests that are faxed to our office?

Please send the provided Fax-Back Form to the Requestors fax line. Depending on the level of activity at your office, this can be a daily or weekly activity.

What do I do when a Requester sends a check with the records request/authorization?

Scan the authorization and email the authorization to support@chartrequest.com. Once you have emailed the authorization please shred the check and any Personal Health Information received through the mail. ChartRequest will call the Requestor and let them know the check has been destroyed and help the Requestor with the request process.

I have a Process Server/Subpoena Server who refuses to go online.

After you have provided the Walk-In Sheet and/or Fax Back to a Requestor that presents in the office and they refuse to go online, please allow them to serve someone in your office. Thereafter, scan and email the documents to support@chartrequest. com and include the Process Servers name, number & email address should they provide it. We will aid them in setting up an account and understanding the new workflow!

When a Requesters calls our office for a "Status Update" what should I do?

If you receive a call for a status update from a Requestor, direct the Requestor to ChartRequest's email (support@chartrequest. com) or customer support phone number (888-895-8366). The Requestor might be persistent and present various reasons to you to get a status update from you (or even try more aggressive tactics), but please direct them to ChartRequest.

How does ChartRequest price medical record requests?

ChartRequest's software has pricing algorithms that price based on local, state, and federal statutes. The pricing depends various factors, including the amount of time it takes to securely verify, process, QA, and release each medical record request. If a Requestor indicates that pricing is not according to statute or incorrect, please have them email or call our offices and we will evaluate any/all concerns.

I just received an Urgent Request from a Requestor.

From our experience, every single request is urgent. However, we have created a "Rush Request" process for those Requestors that are behind schedule for collecting medical records. Please do not process these requests in your office as this will encourage the Requestor to come back to you for the next request with the same plea and the request will not be included in the Accounting Disclosures. ChartRequest keeps an Accounting of Disclosures for your organization in the event of an audit and the requests much go through ChartRequest to provide accurate accounting.