



**RECORDS  
ARCHIVES**

Medical Records Retrieval Services

## Frequently Asked Questions

### How can I request a patient medical records/ Bill/ Images:

- 1- Create your client profile and make sure all fields within the case information are completed.
- 2- Provide/ Upload signed Records Archives form one time per case.
- 3- Select the provider you are looking for from the Records Archives list. If it doesn't exist, you may type it but make sure you mention the location.

### Within how long a Rush request will be submitted to the provider:

- Rush request will be submitting the same business day.

### How can I check the status of my request:

- Via the portal [www.recordsarchives.com](http://www.recordsarchives.com), by email [info@recordsarchives.com](mailto:info@recordsarchives.com) or phone 703-382-1411.

### How do I'll be updated when documents are available:

- When documents received by records archives, they will be immediately uploaded to the portal, and you will receive notification email from the system admin (please do not replay).

### How long typically take to obtain medical records from a provider:

- Standard request typically takes around 30 business days some time faster, but it can take longer depending on the accuracy of the information provided, provider medical records department load, provider records storage issues, provider compliance-rules and privacy procedure, Provider staffing limitation, requests complexity or legal hold ...

**If patient is still undergoing treatment, can I request his medical records today for a procedure the provider has scheduled for tomorrow?**

- No, Under HIPAA legislation, you cannot request medical records for procedure planned in the future because those records have not been created. HIPAA only allows access to existing records for services or treatments that have already occurred. You would need to wait until the procedure is performed and the records are generated before requesting them. Date Of Service end date listed as "present".

**Do I can Cancel my request and how:**

- Yes, you can, by submitting a request by email or comments via records archives portal.

**Do I can reopen a No Records Found Request:**

- Yes, we may do a secondary research if you provide us with a proof of service or updating correct information.

**Do I can avoid the provider fee for Cancelled or correct No Records Found request:**

- No, because we have no control over provider or copy service company.

**For how-long Records Archives keeps the records (documents storage):**

- Here at Records Archives we hold the records for up to 90 days. An updated copy may be issued upon written request with no charges.

Please keep a copy for your records upon documents receipt notification.