

PATIENT RECORD REQUEST - Effective 12/1/2022

Requesting Your Medical Records

Mountain West Medical Center has partnered with Sharecare for Release of Information (ROI) services. Medical records are legal documents and must be maintained by Mountain West Medical Center. However, release of those records will be completed by Sharecare.

Completion of Authorization Form

To receive copies of your medical records you will need to fill out the required authorization form. Fill out each section completely, if these sections are not filled out completely, it could delay the release of records. Please return the enclosed form along with a copy of your Driver's license in one of the following ways:

Email	mountainwestmedicalrecords@sharecare.com
Mail	Mountain West Medical Center 2055 N Main St Tooele, UT 84074
Fax	858-430-4615

Fees for Medical Records

There are fees associated with the ROI process that are governed by state and federal guidelines and Sharecare adheres to these guidelines. Once records have been copied you will receive an invoice from Sharecare. Although we cannot provide an exact amount, as rates are based on time and material, here are some examples of cost based on the information requested and media preference:

MEDIA OPTIONS			
Approx. Pages	CD	eDelivery	Paper
10+	\$9.77	\$3.61	\$5.14
40	\$12.89	\$5.75	\$11.69
100	\$13.71	\$6.24	\$20.47
300	\$15.68	\$8.21	\$38.94
500	\$17.32	\$9.52	\$50.91

To minimize this fee, we encourage you to limit your request to just the records that you truly need. If a patient request is less than 10 pages, there will be no cost.

Payment Options

Pay by Phone:

(800) 560-3800
Press #2 for Customer Service

Pay Online:

<http://hds.sharecare.com/>
<https://payment.hds.sharecare.com/payments/>

Status of Request:

<https://recordstatus.sharecare.com/>