

## Records Requests - Pricing Agreement (March 2026)

### 1. Your Rights as a Patient

- a. Right to Access: Patients have the right to inspect or obtain a copy of their medical records.
- b. Format Options: Records may be provided in paper or in faxed form, as permitted by law.
- c. Altheda Medical Center aims to **process routine requests within 10 business days when feasible; however, requests will be fulfilled in accordance with applicable law, including HIPAA timeframes.** Altheda Medical Center will only release records with a valid **"Release of Medical Records" form signed within the last 90 days.** If a valid release is not obtained, then additional time will be required to fulfill the request to protect patient privacy.

### 2. Fee Structure

- a. In accordance with HIPAA, fees are limited to reasonable, cost-based charges for:
  - i. Labor for copying records (paper or electronic).
  - ii. Supplies (paper, envelopes, CDs, USB drives).
  - iii. Postage (if records are mailed).
- b. Altheda Medical Center abides by all Federal and Pennsylvania law. In compliance with 42 Pa.C.S. §§ 6152, 6152.1 and 6155, Altheda Medical Center has adopted the following structure for medical records requests.
- c. HIPAA does not require a provider to create new explanatory materials or analyses that do not already exist in the designated record set.

[Pennsylvania maximum copy charges effective Jan. 1, 2026](#)

Item	Maximum charge
Pages 1-20	\$2.00 per page
Pages 21-60	\$1.48 per page
Pages 61 and above	\$0.520 per page
Microfilm copies	\$2.95 per page
Search and retrieval of records	\$29.61 (not charged when the requester is seeking the patient's own personal health record)
Flat fee for records supporting a Social Security or Federal or State financial-needs-based program claim	\$37.52
Records requested by a district attorney	\$29.61
Postage / shipping / delivery	Actual cost

### 3. Optional verbal review or explanation of records

**A records request is a request for copies of existing records. It does not automatically include a telephone call, clinical interpretation, narrative explanation, or provider walk-through of those records.**

If a patient asks a provider to review, explain, or verbally summarize records by phone or other arranged discussion, Altheda Medical Center may offer that service only at provider discretion and only when scheduled in advance. Any optional verbal review, explanation, or summary is separate from the production of record copies and is not included in standard record-copying charges.

Optional verbal review fee: \$75 for up to 30 minutes. If additional time is approved in advance, the additional charge is \$30 per 15-minute increment. Payment is due before the review is scheduled.

### 4. Doctor's notes and form completion

A basic doctor's note requested during the visit, or within 24 hours after the visit, will be provided at no charge.

A basic doctor's note requested more than 24 hours after the visit is subject to a \$15 administrative fee. A basic note means a simple work, school, or return-to-activity note that does not require extensive chart review, individualized restrictions analysis, or a narrative medical opinion.

During a patient visit, a provider will complete, at no charge, brief administrative documentation that is incidental to the visit, up to one double-sided page or two single-sided pages total. Requests that exceed that amount, or requests made outside the visit, are subject to the fee schedule below.

#### Administrative fee schedule. Timing and payment

Request type	Fee	Details
Basic doctor's note requested during the visit or within 24 hours	No charge	Simple work, school, or return-to-activity note.
Basic doctor's note requested after 24 hours	\$15	Applies only to simple notes that do not require extensive chart review or individualized narrative opinion.
Standard form	\$25	Includes but is not limited to a simple school form, basic work form, brief return-to-work form, or one-page administrative form.
Moderate form	\$75	Includes but is not limited to an FMLA update, multi-question employer form, repeated accommodation form, or moderate chart review.
Complex or time-intensive form	\$100	Includes but is not limited to disability packets, multi-page insurance forms, extensive restrictions forms, or lengthy narrative statements.

Optional verbal review with provider <i>(\$75 is the minimum to initiate verbal review due to time required for documentation review)</i>	\$75 per < 30 minutes	Advance scheduling and advance payment required.
Additional preapproved verbal-review time	\$30 per additional 15 minutes	Charged only when approved before the session extends.

Payment must be made before forms, notes outside the no-charge window, or optional verbal review services are completed. Revisions or additional requests beyond the original submission may be subject to additional fees.

Turnaround time may vary based on provider availability, clinical volume, and the complexity of the request.

Altheda Medical Center may decline requests that are clinically inappropriate, legally improper, duplicative, or operationally unreasonable.

*Questions about a request? Please contact Altheda Medical Center before submitting payment so we can confirm the applicable fee category.*