

Request for Medical Records

ScanStat Copy Services is the service that copies records for NIX Health Care System.

In order to expedite your request for record as quickly and accurately as possible, please follow the steps listed below:

1. Complete, sign and date the “Authorization to Release Confidential Information.” Fill in all blanks on the form. Please include a phone number where you can be reached. Fax the completed form, along with a copy of your I.D. to (210) 271-1978.
2. List the dates of service you are requesting.
3. Check or specify exactly what information you need from the medical record. There is a charge for medical records. The more specific you are in what information you need, the lower the charge for copying. Example: Do not request the entire record when all you need is the summary or dictated reports
4. Your physician has a minimum of 30 days after the date you were discharged to complete your medical record. Once the record is complete, you will be contacted to discuss the fee (if any). If you are picking up records, have a picture I.D. ready for identification purposes and a check or money order if applicable. To schedule an appointment to pick up your medical records, call (210) 579-3120.
5. The charges for copies of medical records are listed below. These charges are set by the Texas Health and Safety Code, Chapter 241, Section 241.154. The San Antonio Record Service is open Monday through Friday, 8 a.m. to 5 p.m.

Copy Fee Charges

Requestor

Patients, Attorneys, Work. Comp. Insurance, Etc.

Charge

1-10 pages: \$42.54

11-60 pages: 1.43

61-400 pages: .71

401 + pages: .37

Social Security Benefits

No charge if written proof is provided from Social Security Administration