

Frequently Asked Questions

1. How do I request my medical records?

You can request your records in person at our customer service window or mail in your request to the address listed on the reverse side.

2. Can I fax my request?

No. To ensure the expediency in which we receive and respond to requests from other medical facilities for immediate and emergent patient care, we are unable to accept requests by fax from anyone other than outside medical facilities.

3. Can I receive my records via fax?

No. Due to HIPAA rules and regulations, and to ensure every patient's right to privacy, we only fax patient medical records to other medical facilities for immediate patient care.

4. Who can I call regarding my records? Billing/Radiology/etc.?

(ROI now has the ability to provide patients with a