

McAllister Psychiatric Services, LLC (MPS)

MPS Mental Health is committed to providing you with timely access to your medical records in accordance with applicable law.

Accessing Your Own Medical Records

You may view or obtain a copy of your medical record through the patient portal.

There is no charge for accessing your records through the portal.

If you need assistance accessing your records electronically, please contact our office through the patient portal.

Requesting Records Be Sent to a Third Party

If you would like MPS to send a copy of your medical record to another individual or organization, the following steps are required:

1. Submit a request using the patient portal messaging system
2. Complete and return an Authorization to Release Health Information through the patient portal
3. Prepay any applicable copying or mailing fees, as permitted by law

Fees for Third-Party Record Requests

Fees for copies of medical records sent to third parties are limited to reasonable, cost-based amounts for labor, supplies, and postage, as permitted by law.

Current fees include:

- \$25.00 handling and postage for standard U.S. Mail delivery

Expedited delivery services, such as UPS or FedEx, may incur additional charges.

Timing of Record Requests

Medical records will be provided within the timeframes required by law, generally within 30 days of receiving a valid authorization and any applicable fees. Records are often provided sooner when possible.

Questions

If you have questions about accessing your medical records, please contact McAllister Psychiatric Services through the patient portal.