



## Access to Health Information & Fee Notice

Episcopal Health Services Inc. (EHS) values the importance of protecting one's right to their health information. Health information is managed by the Health Information Management Department (HIM) located on the 1st floor of St. John's Episcopal Hospital, 327 Beach 19th Street, Far Rockaway, NY 11691. Hours of Operation are Monday-Friday from 9:00 am to 3:00 pm (excluding holidays). Accessing your medical records/health information can be made in the following ways:

- By visiting HIM during business hours and making requests in person;
- By downloading, completing and submitting the EHS Authorization for Release of Information (in person, via mail or via email at [ehsmedicalrecords@ehs.org](mailto:ehsmedicalrecords@ehs.org));
- By accessing EHS patient portals. To sign up for an account or access these portals visit <https://ehs.org/patient-portal>. *Note there are different portals for inpatient and outpatient and only limited health information such as lab results and summaries may be found here.*

The Health Insurance Portability and Accountability Act (HIPAA) permits EHS to impose a reasonable cost based fee to cover the costs related to the labor, supplies and/or postage or for the preparation of summaries. A general summary of fees is provided for you below:

Request Type	Method	Cost
Electronically maintained records requested electronically by a patient or personal representative.	<ul style="list-style-type: none"> <li>• Via Patient Portal</li> <li>• Via Email</li> </ul>	No Cost
Electronically maintained records requested by a patient or personal representative.	<ul style="list-style-type: none"> <li>• Via Printed Paper</li> <li>• Via CD</li> </ul>	\$6.50 flat fee (ex. for labor, supplies and postage)
Paper maintained records (not electronic) requested by a patient or personal representative.	<ul style="list-style-type: none"> <li>• Via Printed Paper</li> <li>• Via CD</li> <li>• Via Email</li> </ul>	\$0.45 per page (ex. for labor, supplies and postage)
Attorney & Other Third Party Requests of Electronically maintained records under authorization by a patient or personal representative.	<ul style="list-style-type: none"> <li>• Via Printed Paper</li> <li>• Via CD</li> <li>• Via Email</li> </ul>	\$6.50 flat fee (ex. for labor, supplies and postage)  No Cost
Attorney Requests & Other Third Party Requests of Paper maintained records (not electronic) under authorization by a patient or personal representative.	<ul style="list-style-type: none"> <li>• Via Printed Paper</li> <li>• Via CD</li> <li>• Via Email</li> </ul>	\$0.45 per page (ex. for labor, supplies and postage)
Subpoena of Electronic or Paper maintained records requested directly by a court.	<ul style="list-style-type: none"> <li>• Via Printed Paper</li> <li>• Via CD</li> <li>• Via Email</li> </ul>	\$15.00 flat fee (ex. for labor, supplies and postage)

It is important to note that, in general, EHS is still legally required to provide individuals with access to their health information even if the fee cannot be paid. **Please contact HIM with any questions or if you need additional information.**

See 45 CFR § 164.524 and NYS PHL §§ 17 and 18. See also, Office for Civil Rights guidance at <https://www.hhs.gov/hipaa/for-professionals/privacy/guidance/access/index.html#maximumflatfee>, <https://www.hhs.gov/hipaa/for-professionals/privacy/guidance/access/clarification-flat-rate-copy-fee/index.html> and <https://www.hhs.gov/hipaa/for-professionals/faq/2029/how-can-covered-entities-calculate-the-limited-fee/index.html>.