<h1 style="text-align:center">HOW TO SECURE YOUR MEDICAL RECORDS</h1>

Our medical records request process ensures your medical records are safely and confidentially maintained, while providing you ready access when you need them.

Requesting Your Medical Records

To request a copy of your medical records for yourself <u>or</u> to send a copy of your medical records to a third-party, such as another healthcare provider, you *must* complete the Authorization for Release of Health Information Form.

You may request the Authorization for Release of Health Information Form by:
1. Visiting your local Monarch office
2. Calling 704.986.1577
3. Sending a written request for the Authorization for Release of Health Information Form to Monarch, Attn: Records Requests, 350 Pee Dee Avenue, Suite 101, Albemarle, NC 28001.

Complete the Authorization for Release of Health Information Form and submit it to Monarch by any of the following methods:

1. Drop off the form at any Monarch location
2. Fax at (844) 892-3419
3. Via email to Medicalrecordsrequest@monarchnc.org
4. Mail to Monarch
      Attn: Records Requests
      350 Pee Dee Ave., Ste. 101
      Albemarle, N.C. 28001

Questions *After* Submitting the Authorization for Release of Health Information Form

Monarch contracts with DataFile Technologies, LLC ("DataFile") to send your medical records. After you <u>complete and submit</u> the Authorization for Release of Health Information Form, please direct all questions regarding the <u>status of your request</u>, to DataFile:

- **Email**: status@DataFileTechnologies.com
- **Web:** https://www.datafiletechnologies.com/records-request-status-inquiry/.
- **Phone:** (816) 437-9134

DataFile hours of operation: Monday-Friday, 8:30 a.m.- 6 p.m. Eastern Standard Time

Please note that pursuant to HIPAA, DataFile has up to 30 days to release your medical records. Nevertheless, DataFile makes every effort to fulfill your request as soon as possible.