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Your request for copies of your medical records has been received and is currently being processed. Prompt payment for our services will expedite your request.

In an effort to help you better understand our policy on your medical chart record, we would like to answer some questions that you may have.

**Why am I being charged for my medical records?**

When you request your records, you will receive a copy of the original documents located in our office. The chart will need to be located from various places in our office. At this point the chart is pulled and routed to the doctor for review and guidelines on what information is to be copied per the request, i.e. time frame, procedures, etc. The records are then reviewed to ensure confidentiality and also to make sure everything requested has been provided. Copies are then made of the appropriate documents, making sure that all documents are copied in the order they appear on the chart. The chart is then reassembled and placed back into the files. At this point the records are ready to be sent or picked up as per your request.

**How much does Berks Eye Physicians & Surgeons charge for its services?**

The charges for the services and copies you requested are regulated by the State. Every year Pennsylvania Medical Society sends out copying charges guidelines for the current year. The charges for copy of your medical records for the year 2023 are as follows:

PENNSYLVANIA MEDICAL SOCIETY COPYING CHARGES FOR 2024	
Pages 1-20	\$1.89 per page
Pages 21-60	\$1.40 per page
Pages 61+	.49 per page
Postage	Actual Cost

**How do I pay to receive copies of my records?**

Once we have received your request and begin the process, a representative from our office will create an invoice for you. Payment is required prior to receiving your records. If you will be picking up your records at our office we accept cash, check, Visa, Mastercard and Discover. If you require your records to be mailed, upon receipt of payment they will be forwarded to you.

We hope this has answered any questions you may have regarding your medical record and we thank you for the opportunity to serve you in our practice.