

## WALK-IN SHEET FOR MEDICAL RECORD REQUESTS

# RUTGERS

## Cancer Institute of New Jersey

### RUTGERS HEALTH



We no longer support fax, mail, walk-in, or phone requests for medical records. Please go to [app.chartrequest.com](http://app.chartrequest.com) and sign up to Request Records for this request and all future requests to obtain records - or to get a status update on an existing request.



#### ALWAYS ONLINE

Requests can be made securely any day of the week at any time.



#### OMNICHANNEL SUPPORT

All calls, voicemails, & emails are routed to our Customer Success Team!



#### TIMELY TURNAROUND

Complete & valid requests are processed in 7 - 10 business days.

Please note that all medical record related charges are priced according to local, state, and federal statutes and guidelines. If you have already made a request and have a question related to the request, please use the Provider Chat related to that specific online request.

**MORE DETAILS ON BACK ►**

**Questions? Contact ChartRequest!**

Email: [support@chartrequest.com](mailto:support@chartrequest.com) • Phone: 888-895-8366 • Fax: 402-218-4831

# **FAQ'S**

## **How do I request records with ChartRequest?**

To request medical records using the ChartRequest platform, login to your account and select "Make a New Request for Records" under the Requests Tab. If you have not yet created an account to request records, you may register on our platform at [www.chartrequest.com](http://www.chartrequest.com). Upon email confirmation, you may login to the platform and select "Make a New Request for Records" under the Requests Tab. Select the Provider Organization from which you are requesting records. A request form will pop-up prompting you to input patient information, request details, and optional services. Make sure to upload either a signed HIPAA-compliant release form or authorizing court document - such as a subpoena or court order. After you have finished the form, select "Save and Send to Custodian" to submit your request to the provider.

## **How will I receive the records I am requesting?**

Dependent on the options you selected during the request process, after making payment, you will receive the records you have requested via Fax Return or Instant Download. If Instant Download was selected, log into your account and navigate to the Complete Requests tab. to open your Request and download the files produced. If you have made multiple requests, you can use the Search button to find your requests more efficiently. The records will be downloadable PDFs and/or .ZIP files in the event that you requested images.

## **How do I make payment for this service?**

Once the Request has been processed and uploaded, you have the option to pay by credit card or by check. Check the button associated with the method of payment and follow the instructions. If you decide to pay by check, please make the check out to "ChartRequest", and send it to the address on the top right of the invoice. You can view the invoice by selecting the "Invoice" link within the request form.

## **How do I get a status update for myself or my client?**

It is simple to see the status of an existing request. You can login to your account on [ChartRequest.com](http://ChartRequest.com) and view the request for any updates related to the request that is Pending. You will receive an email at each stage of the process and at anytime that we need your help or further clarification regarding the request. Additionally, you can request status via the Provider Chat associated with a request, email [support@chartrequest.com](mailto:support@chartrequest.com) with your RequestID in the subject line, or call the customer support phone number (888-895-8366) and speak to a representative or leave a voicemail.

## **How does ChartRequest price medical record requests?**

ChartRequest's software has pricing algorithms that price based on local, state, and federal statutes. The pricing depends upon various factors, including the amount of time it takes to securely verify, process, QA, and release each medical record request. If you think that pricing is not according to statute or incorrect, please email or call ChartRequest and we will evaluate any/all concerns.

## **Can I get my records right now or in the next 24 hours?**

From our experience, every single request is urgent. However, we have created a "Rush Request" process for those Requestors that need records as soon as possible. Please select the Rush Request service on the Request Form when making the request online and your request will be processed within 24 business hours. Please always feel free to call us at 888-895-8366 to confirm a Rush Request after making the request online.

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