Medical Records & Release of Information Policy

Effective Date: **November 15, 2026**

Your Right to Your Records

You have the right to see and get a copy of your medical record under HIPAA and the Washington Uniform Health Care Information Act (chapter 70.02 RCW). We never release your records to others without your written authorization, except as permitted or required by law (see our Notice of Privacy Practices). We do not give detailed health information over the phone unless we can verify your identity.

How to Request

- **Your own records:** Submit a signed written request (in person, by fax to 425-456-0106, by mail, or through the FollowMyHealth patient portal). Electronic copies may be delivered through Sync.MD or the patient portal.
- **Records to another person or organization:** Complete our Authorization to Disclose Protected Health Information form.
- **Records from another provider to us:** Complete the same form and check "Obtain."

Response Time

We will respond within 15 working days of receiving your written request. If unusual circumstances cause a delay, we will tell you in writing why and when the records will be available, no later than 21 working days after your request.

Fees

- **Copies for you (patient access):** Electronic copies of your records (through the patient portal or by secure email) are free. Paper copies are provided for a reasonable, cost-based fee for labor, supplies, and postage only, as HIPAA allows; we do not charge search or retrieval fees for your own records.
- **Copies to third parties (e.g., attorneys, insurers):** Fees will not exceed the maximums set by the Washington Department of Health under WAC 246-08-400, which are adjusted periodically.
- Transfers to another health care provider: Records sent to another provider for your continuing care are free for Washington Apple Health clients. For other patients, a fee may apply, not exceeding the Washington Department of Health maximums. No charge: copies required by Washington law to be free, such as records needed to appeal a Social Security disability denial and certain Paid Family and Medical Leave claims.
- We will not withhold records because you owe a balance.

Specially Protected Information

Mental health, substance use disorder, sexually transmitted infection/HIV, and reproductive health records require specific authorization (initial each category on the form). Minors who consented to their own care under Washington law control the release of those records.

Corrections (Amendments)

You may ask us in writing to correct your record. We will respond within the time required by law and, if we deny the request, explain why and how to submit a statement of disagreement.

Retention

We retain adult medical records for at least 10 years after the last visit. Records of minors are kept until the patient reaches age 21 or for 10 years after the last visit, whichever is longer.