



dba Memorial Health Clinics (Aurora, Clay Center, Harvard), Memorial Hospital, Memorial Community Care, East Park Villa

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FAQ: “HOW CAN I ACCESS MY MEDICAL RECORDS?”

You may obtain access to or copies of your medical records by submitting a request to the Health Information Management Department. Complete the form provided here. We cannot process incomplete requests and will return incomplete forms.

You may submit the request by:

Email: MCH.HIM@mchiaurora.org

Fax: (402) 694-5057

Mail: HIM- Release of Information
Memorial Community Health
1423 7th St
Aurora, NE 68818

Please allow three business days for processing of email and fax requests and up to 7- 10 business days for mailed requests. Medical record fees may apply. If the request is for someone else, please provide legal proof of authority to act on the patient's behalf.

All emails will default to secure encryption unless you select the unencrypted email check box on the Request for Access to or Release of Protected Health Information form. This will state that you waive the right to encryption in your request.

All requested information via CD, thumb drive, or other portable device will not include encryption and will need to be picked up. Alternatively, the HIM department can provide other acceptable arrangements to complete the medical information request.

WARNING:

If you submit your request by e-mail, be aware of the information you put in that e-mail. HIPAA Privacy and Security regulations will not cover or protect e-mail against access. In addition, all medical information sent will be vulnerable to those not covered by HIPAA regulations and may be re-disclosed to others. Electronic media devices will not include encryption; your information will be susceptible to access due to theft or loss of the device or access by others. For the portable device request, you will be required to pick up the portable device in person.

HIM Department phone: (402) 694-2017

Monday–Friday, from 8:00 AM – 5:00 PM

After business hours, please leave a voicemail. We will return your call as soon as possible.

New: 9/2013 HIPAA Committee, Revise/Updated 11/2023.