FAQ "HOW CAN I ACCESS MY MEDICAL RECORDS?"

You may obtain access to or copies of your medical records by submitting a request to Memorial Community Health's Health Information Management (HIM) Department.

Please complete the form provided here. Note that we are unable to process incomplete requests and will return incomplete forms.

You may submit the request by:

Patient Portal: Select Messages, Subject Line - Records Request
Email: MCH.HIM@mchiaurora.org
Fax: (402) 694-5057
Mail: HIM- Release of Information
Memorial Community Health
1423 7th St.
Aurora, NE 68818

Access the portal through one of the following:

- HealtheLife app
- Apple Health app on iPhone
- Log in through MCHI's website at: memorialcommunityhealth.org

Select: Memorial Community Health when accessing through one of the apps above.

Most email and fax requests are processed within three business days. Requests sent by mail may take 7–10 business days to process. There may be a fee for copies of medical records. Please be prepared to provide a photo ID or other form of identification. If you are requesting records for another person, please include legal documentation showing that you are authorized to act on the patient's behalf.

Emails are sent securely by default. If you prefer to receive information by unencrypted email, please check the unencrypted email option on the Request for Access to or Release of Protected Health Information form. If needed, the HIM Department can discuss other acceptable options to help complete your medical records 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.

Health Information Department phone: (402) 694-8284
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 9/2026.