

Welcome to the DuPage Medical Group Release of Information (ROI) Department! Please take a moment to read through this information to ensure that we are best able to help you with your request. If you have any questions about this information or other questions that come up throughout or after this process our staff is here to help so please don't hesitate to ask! If you need to reach us in the ROI Department at another time, our phone number is (630)873-8748, our fax number is (630)873-8797 or you can reach us via e-mail at dupage.status@healthport.com.

HealthPort

HealthPort is a professional ROI provider specializing in offering ROI services to hospitals and clinics. DMG has engaged HealthPort to provide ROI services on its behalf. Any compliments or complaints about HealthPort's services can be sent directly to Marilyn.Tannenbaum@healthportfield.com.

Authorization

To release any protected health information (PHI), with very few exceptions, we must have an authorization completed by the patient or the patient's authorized representative. This form can be obtained from our DMG website at WWW.Dupagemedicalgroup.com or your DMG Clinic and must be completed fully and accurately – if there are any errors or it is not complete the form will be returned for corrections.

Fees

There is no cost for PHI which is sent directly to another physician or medical provider. If you would like a copy of your record for yourself or to go to someone who is not a medical provider there is a cost for this service. The cost for these records is \$.96 for each page one to 25, \$.64 for each page 26 to 50, \$.32 for each page in excess of 50, \$1.60 for each microfilm page. There will be no charge for requests for personal records for a period of 2 years or less. All fees are in accordance with Illinois and federal law.

Invoices

If there is a fee for your record, HealthPort will provide you with an invoice summarizing the charges. You can pay online at www.Healthportpay.com or over the phone at (770)754-6000. If you wish to cancel or modify your request after receiving your invoice, please call the HealthPort staff at (770)754-6000.

Delivery

Your records can be picked up or mailed out. Please specify your preferred delivery method when making your request. If there is no charge for your request, please allow seven to 10 days for your request to be completed; if there is a charge, please allow seven to 10 days from the time you made payment for your request to be completed.

Feedback

HealthPort wants to make the ROI process as pleasant as possible for you and all the patients at DMG; as such, please let us know if there is anything we could do better or anything that we did particularly well. This feedback can be sent directly to HealthPort at (770)360-1852. **Thank you for visiting us today and for giving us the opportunity to serve you!**