

Completing the Authorization for Release of Medical Information Form

Frequently Asked Questions

Updated June 16, 2020

Q: What if I do not know which group my physician belongs to?

A: Please check all physician group options and/or provide the physician's name in the "Other" section of the "Release Information From" section.

Q: What is the "Requested Delivery Date" field used for?

A: This field is optional and can be used if you have an upcoming appointment or need records urgently. Submit the authorization to us as soon as possible, allowing time for us to complete the request. The quickest way to receive your records is through NM MyChart. We will make every effort to meet the requested delivery date.

Q: How do I request specific records and/or images that are not listed as options on the form, such as immunization records or billing records?

A: Please use the "Other Records – Please Specify" area of the form to list the specific records or images you are requesting.

Q: How do I request both records and images on the form?

A: The "Medical Records to Be Released" section (bottom of page 1) is used for requesting medical records. The "Medical Images to Be Released" section (top of page 2) is used for requesting medical images. To receive reports along with the medical image(s), please check the box "Include reports with images."

Q: What format and delivery options are available to receive my medical records?

A: The quickest way for you to receive medical records is electronically through NM MyChart. However, other delivery methods are available, including secure email (PDF format), mail (CD-PDF format or paper format), or fax (if records are going directly to your provider's office). We also offer large-font records and accessible PDF/alternate format which can be specified in "Other Instructions."

Q: Can I pick up my records or images in person?

A: Records and images are available for pickup at specific Northwestern Medicine hospital locations Monday through Friday, 8 am to 4:30 pm. If you have any questions on pickup locations or the process, please call us at **877.973.2673** for assistance.

Continued >

Q: Will I be charged for requesting copies of my medical records?

A: If you are requesting copies of your medical records to be sent directly to you or to another healthcare provider, you will not be charged. If your records are being sent to a third party, such as an attorney, the third party may be billed.

Q: What is NM MyChart and how do I sign up?

A: NM MyChart is an online health management tool that allows you to access health information related to your care at any Northwestern Medicine facility, send secure messages to your physician, and manage your appointments. Please go to nm.org/mychart to find out more about NM MyChart and sign up. If you would like a staff member to help you sign up for an NM MyChart account, call the MyChart team at **855.457.6966**.

If you have any questions on completing the Authorization for Release of Medical Information Form, please call the Northwestern Medicine Release of Information Department Monday through Friday, 8 am to 4:30 pm, at **877.973.2673**.