



Records and Forms Request Policy

Overview

At Impireum®, we are committed to providing timely and accurate documentation to support our patients' needs. This policy outlines our procedures for handling document requests, including medical records, forms, and letters, to ensure efficient and fair service for all patients.

Medical Records Requests

Electronic Transfer (Free)

- Medical records can be transferred electronically via **fax or EHR** at no charge
- Records can be uploaded to Patient Portal upon request
- [\[Click HERE\]](#) to request electronic transfer

Processing Time

- Standard processing: **3-5 business days**
- Expedited requests may incur additional fees

Document Request Guidelines

Routine Requests

- **School/work excuses:** Available at end of appointment
- **Portal uploads:** Records uploaded upon request
- **No additional charge** for routine requests

During-Appointment Forms

Brief Forms (Under 5 Minutes)

- **Examples:** Absentee notes, simple accommodation letters
- **Cost:** No additional charge
- **Requirements:**
 - Time permitting during appointment
 - Notify front desk at appointment beginning
 - Form completion under 5 minutes



Forms Requiring Additional Time

Forms and letters requiring more than 5 minutes will be completed outside of appointment time.

Fee Schedule for Document Completion

Complexity Level	Time Required	Fee
Simple	Less than 5 minutes	No Charge
Moderate	5-15 minutes	\$50.00
Lengthy	15-30 minutes	\$100.00
Complex	30-60 minutes	\$200.00
Special Complex	Over 60 minutes	\$200.00/hour

Physical Document Fees

Printing, Faxing, or Mailing

- **First 20 pages:** \$25.00
- **Additional pages:** \$0.50 per page
- **Applies to:** All physical document requests

Request Process

How to Submit Requests

1. electronic Form [\[Click HERE\]](#)
2. **Portal submission** (preferred)
3. **Phone request:** 877-631-0010
4. **In-person** at front desk

Information Required

- Patient name and date of birth
- Type of document needed
- Purpose of request
- Delivery method preference
- Deadline (if applicable)



Important Guidelines

Planning Ahead

- Submit requests with adequate lead time
- Rush requests may incur additional fees
- Complex forms may require provider consultation

Accuracy and Completeness

- Provide all necessary information with request
- Incomplete requests may delay processing
- Additional information may be required for complex forms

Special Circumstances

Legal Documents

- Court-ordered documents may require additional processing
- Subpoenas handled per legal requirements
- Additional fees may apply

Third-Party Forms

- Insurance forms
- Disability paperwork
- Educational accommodations
- Processing times may vary

Privacy and Confidentiality

HIPAA Compliance

- All requests processed according to HIPAA regulations
- Written authorization required for third-party releases
- Patient privacy protected throughout process

Verification Requirements

- Identity verification required for all requests
- Additional documentation may be needed
- Portal access provides secure document delivery



Payment

Payment Methods

- Credit card on file
- Payment required before document release
- Fees non-refundable once processing begins

Fee Waivers

- Financial hardship considerations available
- Contact billing department for assistance
- Documentation may be required

Contact Information

For questions about document requests or assistance:

Phone: 877-631-0010

[Website](#)

[Patient Portal](#)

[Email](#)

Office Hours:

Monday-Friday: 9am-5pm

Saturday & Sunday: By Appointment Only

Policy Updates

This policy may be updated to:

- Improve service efficiency
- Comply with regulatory changes
- Enhance patient experience

Updates will be:

- Posted on our website
- Available in patient portal
- Communicated to active patients



Thank you for choosing Impireum® as your partner in mental health care. We strive to provide timely and accurate documentation to support your healthcare needs.

Impireum® - Your Partner in Mental Health Care