

Voice Mail Script

Records are processed by Photo-Stat and they can be reached at 972-399-0914.

All requests for medical records must have a dated written authorization with the patient's signature, social security number and date of birth along with a complete address of where you would like the information to be mailed. If you need a HIPAA compliant authorization, one can be downloaded under the FORMS section on Photo-Stat's website. Their website is www.therecordsolution.com. You may fax your request to Photo-Stat directly at 214-596-9411.

Please allow 14 days from the date you mailed this request to receive your records and if you have not received your records or notification from Photo-Stat within this 14-day period, please call Photo-Stat.

Patients requesting their medical records for their personal use will be subject to a \$25.00 charge.

State law states that we have 15 business days to produce medical records.

Thank you.