



**THE IOWA  
CLINIC®**

## Frequently Asked Questions Regarding Medical Records

- 1. What is the fax number to request medical records?**  
515-875-9600
- 2. What is the phone number to the medical records department?**  
515-875-9350
- 3. Do you charge for medical records?**  
Yes, we charge a cost-based fee.
- 4. What is the turn around time to get records?**  
Patient and physician requests—1 to 3 business days.  
Legal and insurance requests—an invoice for prepayment will be sent within 3-5 days.
- 5. Do you accept credit cards?**  
No, we can only accept check or cash.
- 6. Do you copy your own records or do you use a copy service?**  
We do not use a copy service, we provide our own records.
- 7. Where do I get a CD of my radiology exams?**  
You will need to get those from the Medical Imaging Department. Their telephone number is 515-875-9673.
- 8. What is the process to request medical records?**  
Print the Authorization for Release of Information form and fill it out in its entirety. The completed form can be mailed to 6800 Lake Drive, Suite 270, West Des Moines, Iowa 50266 or can be faxed to 515-875-9600. Once your Authorization for Release of Information form is received, we will send you an invoice for prepayment, if required. After payment is received, records will be sent out within two business days.
- 9. Can I get my relative's (spouse, parent, child, etc.) medical records?**  
The patient must sign for their own medical records unless you are the patient's power of attorney or executor of the estate (and you can provide legal documentation), or your child is a minor.
- 10. Do I need to fill out a separate Authorization for Release of Information form for each department/physician?**  
You only need to fill out one Iowa Clinic Authorization for Release of Information form, but in the provider section, please be specific about which department/physician's records you want.

### **West Lakes Campus**

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515-875-9000 | iowaclinic.com

DEDICATING OUR LIVES TO TAKING CARE OF YOURS