

CTSA Medical Records Request Procedure

How do I submit a new request for medical records?

To request medical records, please contact the Medical Record Office (MRO) directly in one of two ways:

- Call at **610-994-7500** (*select option 1*)
- Email at requestinformation@mrocorp.com

MRO will walk you through the process, answer any questions, and provide you with a medical record release form.

How do I complete a request form?

If someone other than the patient has signed the release form from MRO, please state your relationship to the patient (e.g., Health Care Power of Attorney, Parent, Executor). Further proof of relationship may be required by the facility. If any other clarification or information is needed, MRO will notify the requester.

How do I check the status of an existing medical record request?

You can check the status of an existing request in one of three ways:

- Visit ROILog.com. You will need your tracking code and request ID number from MRO
- Call MRO at 610-994-7500. You can choose between an automated status check or speaking with an MRO representative.
- Email us at requestinformation@mrocorp.com.

I've lost my request ID. How can I check the status of my request?

Please contact MRO at 610-994-7500. MRO representatives will be able to look up your request by patient name and date of birth. They will also provide you the request ID number for future use.

Is there a way to expedite my request more quickly?

Requests are processed in the order they are received. In the event records are required more expeditiously, please email requestinformation@mrocorp.com or call us at 610-994-7500. MRO representatives would be happy to assist you further. Please note MRO cannot guarantee the turnaround time as it will vary depending on patients file size, location of the records, and what information is being requested.