HOHMAN REHAB & SPORTS THERAPY

MEDICAL RECORDS REQUEST GUIDE & FEE POLICY

For patients, authorized representatives, medical facilities, attorneys, insurers, and record-retrieval companies

Use this guide with the Medical Records Authorization form. Processing starts after we receive a complete signed form, photo ID, and any required proof of authority. Attorneys, insurers, and record-retrieval companies must submit their own request.

QUICK REQUEST PROCESS

1	**Complete the authorization**	Include patient information, record source, approved recipient, records needed, date range, and delivery information.
2	**Sign and date the form**	The patient or authorized representative must sign. Representatives must provide proof of authority.
3	**Include identification**	Attach a clear copy of the requestor's valid government-issued photo ID.
4	**Submit the request**	Send the form and ID by email, fax, mail, or in person.
5	**Receive the records**	Records are sent by secure email. Fax is only for verified medical facilities.

SUBMIT COMPLETED FORM AND COPY OF IDENTIFICATION TO:

Email: records@hohmanrehab.com	**Fax:** (352) 404-6909 *(requests may be submitted by fax)*
Mail: 236 Mohawk Rd., Clermont, FL 34715	**Walk in:** Any Hohman Rehab location listed at www.hohmanrehab.com

Important: Records cannot be released from a phone request alone. Incomplete requests may be delayed.

FEES

Delivery Method	Fee
Patient portal download or first staff-assisted secure email request	**No charge**
Additional staff-assisted patient requests	**$5 per request**

THIRD-PARTY REQUESTS

Attorneys, insurers, and record-retrieval companies must submit their own request. Payment is required before records are released. Itemized statements requested with medical records are included at no additional charge.

Record or service	Fee
Pages 1-25	**$1.00 per page**
Page 26 and each additional page	**$0.25 per page**
Itemized statement requested with medical records	**No additional charge**
Retrieval, certification, administrative, or handling fee	**No separate fee unless authorized by applicable law**

NOTES

Payment
Payment instructions are included with the invoice when fees apply.

Requirements
Fees and delivery follow applicable law, contracts, subpoenas, court orders, and other controlling instructions.

Patient Portal
Patients may view available records at https://henoportal.com.

Portal Setup
In HENO, go to **Patient Portal** on the left, click **General**, and turn ON **Show Completed EMR Documents**. Allow up to 24 hours for documents to appear. If records are not available, submit the completed authorization form with a valid photo ID.

QUESTIONS OR HELP WITH A REQUEST

Records Office: (352) 404-6908 | Email: records@hohmanrehab.com | Fax: (352) 404-6909 | www.hohmanrehab.com

Clermont: 236 Mohawk Rd., Clermont, FL 34715 | Ocoee: 11095 W. Colonial Dr., Ocoee, FL 34761 | Apopka: 125 S. Park Ave., Apopka, FL 32703