



**Effective as of 5/1/2021**

Mount Nittany Health has partnered with CIOX Health, the nation's largest provider of release of medical information services, to process and fulfill your request for a copy of your medical record.

Effective as of May 1, 2021 patients requesting their records for personal use will be charged a fee. The fee charged is following federal law and detailed below:

**Access Fees for PATIENTS ONLY:**

- Electronic records delivered in electronic format \$6.50
- Electronic medical record with paper records delivered in electronic format are billed at \$6.50 + \$0.07 per page labor cost to create and deliver the portion of the record maintained in paper
- Electronic records delivered in paper \$0.90 labor cost to create and deliver the portion of the record maintained electronically plus \$0.05 per page for paper and toner
- Paper records delivered in electronic format \$0.07 per page labor fee
- Paper records delivered in paper \$0.12 per page  
Plus, postage and taxes

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Please allow 5 to 10 business days  
for records to be received by the requestor.  
An invoice will be mailed to the patient.

**CIOX Health Customer Service**  
**1-800-367-1500**