



**Patient Online Access Form** – This is exclusively for patients and legal guardians with legal paperwork requesting a copy of their medical records

<https://myplatform.hds.sharecare.com/submission-tools/ui/patient?clientId=TN300>

**Requester Submission Portal** – This option is for healthcare providers, attorneys or if you are requesting the medical records of someone other than yourself and are not the legal guardian.

<https://myplatform.hds.sharecare.com/submission-tools/ui/pro?clientId=TN300>

## Online Patient Request Tool

### Release of Health Information

Ascension Medical Group has partnered with Sharecare to fulfill your requests for records.

Ascension Medical Group is committed to protecting your medical information. For information about your rights and the obligations you have regarding the use and disclosure of your medical information, please see our Notice of Privacy Practices.

If you are our patient and would like to request your medical records, please click on the link below to complete your request for medical records. You will be required to provide a valid email address and a government-issued ID.

<https://myplatform.hds.sharecare.com/submission-tools/ui/patient?clientId=TN300>

Only the patient, parent/legal guardian, or the patient's legal health care representative can sign the form to release medical records. If you are requesting records on behalf of the patient or as the patient's representative, please provide a copy of an Advance Directive/Durable Power of Attorney for healthcare/ Conservatorship.

### Request Submission for Third Party Requesters

If you are an attorney, insurance company, or any other entity requesting records from our facility, please click on the link below to upload your request along with the patient's authorization.

<https://myplatform.hds.sharecare.com/submission-tools/ui/pro?clientId=TN300>

### When will my online medical record request be ready?

Your records will be ready in 3-5 business days from the receipt of your electronic request.

### How do I check the status of my request?

Go to <https://recordstatus.sharecare.com>



**How do I pay for my records?** Go to: <https://payonline.hds.sharecare.com/>

**How do I contact Customer Service?**

**You may call:** 858-244-1811

**Or**

**Contact Support for live chat:** <https://hds.sharecare.com/contact-us/>