

Gonzales Healthcare Systems will provide information from a patient's medical record upon request of the patient or their appointed personal representative as eligible under Federal or State law.

Patients are encouraged to join the HealtheLife patient portal to access their medical records for any services provided since October 23, 2023. There is no fee associated with joining the portal, but the patient must have access to a smart phone or a computer. They may then print or share the information as they wish.

There is no fee for the first copy of a paper record to be used for continued medical care. Subsequent copies of the same record or intended for other purposes such as legal consultation, or insurance purposes will be billed at \$15.00 for the first 100 pages and 10 cents a page over that to cover the costs of retrieval, paper and/or postage.

Records may be provided in digital format (CD, DVD or USB drive). The fee for records provided in digital format will be \$15.00 to cover the cost of retrieval and the actual digital media source.

\*Memorial Hospital Home Health Agency does not have a patient portal to access records.