

How to Request Medical Records

1. Submit your medical records request

- Fax your request to **803-757-4152**, or
- Email your request to cfp_medical.records@colonialhealthcare.com.

2. Your request will be processed

- Once received, your request is submitted to our medical records partner, **RecordQuest**, for handling.
- Most requests are submitted for processing within **24 hours** of receipt.

3. Wait 24 hours before checking status

- Please allow up to **24 hours** after submitting your request before requesting a status update.

4. Contact RecordQuest for status updates or assistance

- Phone: **888-300-7410**
- Email: roi@recordquest.com
- RecordQuest can provide updates and assist with questions regarding your request.

Special Requests

• Records sent to another medical provider

- Requests are typically processed within **24 hours** because no prepayment is required.

• Paper copies for in-person pickup or records on CD

- These requests are handled directly by **Colonial Healthcare** and are not processed through RecordQuest..

Fees and Payment

- If payment is required before records can be released, **RecordQuest will send an invoice.**
- Requests from attorneys, insurance companies, and other third parties that require payment typically receive an invoice within **72 hours.**

Additional Information

- If there is an issue with records you receive, please contact **RecordQuest.** They work directly with our office to resolve questions or concerns.
- By law, medical record requests may take up to **15 business days** to complete. However, many requests are processed much sooner.