



## Pacific Noble **Primary Care**

*Compassionate | Comprehensive | Accessible*

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### How to Request or Transfer Medical Records

At Pacific Noble Primary Care, we understand the importance of having access to your medical records, ensuring they follow you throughout your healthcare. Whether you're a new patient joining our clinic or an established patient needed copies, your patient care team is here to help make the process smooth and secure.

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### Requesting Your Medical Records from Us

Whether you're a current or past patient that would like a copy of your medical records:

- 1. Submit a Signed Authorization Form**

Complete a Request for Records from Pacific Noble Primary Care form to complete a HIPAA compliant authorization for release of your medical records. This form can be [downloaded](#) or requested from our care team to be sent by email.

- 2. Identify Verification**

For your privacy and security, all requests must include identify verification, either:

- **In-person** with a valid photo ID, or
- **Virtually**, by Televideo, with confirmation of valid identification.

- 3. Processing Time**

Please allow **up to 5 business days** for processing after your request has been submitted and identity verified. Some requests may take longer depending on delivery method, record size, or medical history.

- 4. Fees**

There is no charge for records sent directly to another healthcare provider. A nominal fee may apply for printed and overnight, or priority mail.

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### Transferring Medical Records to Pacific Noble Primary Care

If you're a new patient and need to transfer your medical records to us:

- 1. Submit a Request to Your Previous Provider**

Contact your current provider's clinic and request them to send your records to Pacific Noble Primary Care. Most offices require a HIPAA compliant signed authorization release form.

- 2. Use our Medical Records Fax Line:**

To assist with timely receipt, please have your medical records faxed to: **(509) 418-5238**



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### 3. What to Include

We recommend requesting the following:

- Most recent clinical notes
- Medication list
- Relevant lab and/or imaging results
- Chronic condition history

### 4. For Assistance

If you need help coordinating your medical records transfer, our care team is here to assist. Just give us a call at **(509) 418-5234**.

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## Your Privacy Matters

All medical record requests are handled securely and in compliance with HIPAA regulations to protect your personal health information.

Sincerely,

*Pacific Noble Primary Care Team*