

Record Request Through MyChart-Patient View

Patients will now have the option to request records through MyChart. Patients will follow the steps below to release medical records to their MyChart.

Try It Out/Topic

1. Within MyChart click **Your Menu**.



2. Under "My Record" select **Medical Records Request**.



3. The Medical Record Request form opens where you will fill out all the options below.
 - Location records to be released from. (Department, Location)
 - Visit information requested. (Discharge Summary, History & Physical, Immunizations, etc.)
 - From date. (Start date)
 - To date. (End date)
 - Explain your request. (Specific Details)
4. Click **Submit Request** to request medical records.



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Medical Record Request

If you wish to request health information that is NOT currently available through MyChart please complete the form below. Any records requested are for Personal Use Only. The information will be sent to your "Requested Records" section under the Document Center link.

If requested records are needed for reasons other than personal use please print and complete an [authorization form](#). Return completed authorization form via mailing address or fax number.

Mercy Medical Center
 Health Information Services
 301 St Paul Pl.
 Baltimore, MD 21202
 Fax: 410-332-0336

Medical records created prior to September 29, 2018 for the following visit types must be requested via authorization form. *Mercy Medical Center (Includes Inpatient, Same Day Surgery, Observation, and Emergency Department Visits)*

Medical records created prior to August 1, 2013 for physicians/providers must be requested via authorization form.

Location records to be released from:

Visit information requested:

From date:

To date:

Explain your request: (max 1000 characters)

Mark as confidential (only you will be able to view this message online).

★ [Submit Request](#) [Cancel](#)

By clicking the SUBMIT button, you acknowledge that the security of transmission is not guaranteed.

5. After you have clicked Submit Request you will receive the following message.

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Medical Record Request

Your request has been submitted. Your information will be released within 3 business days, or we will contact you for additional information.

[Back to the home page](#)



Receiving requested medical records

You will receive notification when your records have been released to your MyChart. Follow the steps below.

1. Under Welcome click **Download Document**. You can also find documents in the Document Center under Your Menu.

The screenshot shows the MyChart Mercy home page. At the top, there is a navigation bar with 'MyChart Mercy' and a 'Logout' button. Below the navigation bar, there are icons for 'Your Menu', 'Visits', 'Messages', 'Test Results', and 'Medications'. The main content area is titled 'Welcome!' and features a user profile for 'Charlie'. There are several notification cards: 'Appointment Scheduled', 'In-Office New Patient Visit', 'Outstanding Balance', and 'After Visit Summary'. At the bottom of the page, there is a notification: 'Download the document you requested on Monday April 19, 2021.' with a 'Download Document' button highlighted by a red box.

2. The Requested Records screen opens where you have two different ways to view the documents you requested. Requested Record .zip and Requested Records .pdf. Click **Download**.

The screenshot shows the 'Requested Records' screen. At the top, there is a title 'Requested Records' and a printer icon. Below the title, there is a message: 'This is where your requested medical records appear for download.' Underneath, there is a section for 'Recently Requested Documents' with a dropdown arrow. There are two document cards: 'Requested Record Requested Record.zip Requested Records from Mercy Medical Center Requested 04/19/2021' and 'Requested Record Requested Record.pdf RELEASE Requested 04/14/2021'. Each card has a red star icon and a 'Download' button. Below the document cards, there is a section for 'Past Documents (0)' with a dropdown arrow. At the bottom, there is a message: 'If you have any questions, please send us a Medical Record Request.' and a 'Back to the home page' button.