

REQUEST FOR MEDICAL RECORDS GUIDELINES

Lakeside Behavioral Health System
2911 Brunswick Rd
Memphis, TN 38133

Dear Lakeside Customer,

Please read the following Guidelines regarding your medical records release:

- **Lakeside Medical Records department processes all requests for copies of medical records.**
- **Authorizations are accepted by mail, fax, or in person.**
- **Copy of ID must be provided along with authorization.**
- **Record requests are processed in the order they are received.**
- **Requests should be completed within 10-15 business days.**
- **Failure to fully complete the Authorization for Release will delay your request.**

There may be a cost associated with your request.

There is an initial copy cost of \$18.00 for the first five pages of your medical record with a cost of \$.85 per page for additional pages. (TCA, Sect 68-11-304(a)(2)(A)(iii).

If you are receiving records for your personal use, you will be called with the copy fee amount for your approval. Payment must be paid in full before the record(s) will be sent. If you opt to pick up records, please bring payment in the form of **CHECK OR MONEY ORDER ONLY.**
CASH MONEY WILL ONLY BE ACCEPTED FOR THE EXACT AMOUNT.

Medical Records Department
Hours of Operation:
8:00am – 4:30pm
Monday thru Friday
901-377-4700, Ext 230 – Release of Information