



610.994.7500  
sales@mrocorp.com  
www.mrocorp.com

**MRO is the company that handles release of medical records for The Valley Hospital  
As their partner for Release of Information (ROI), it is our pleasure to serve you!**

**Please fill out an ROI authorization form completely, and be sure to sign and date it.** The processing time for copies of records is 5-7 business days after receipt of payment, depending on the type of records and the dates of service requested. Federal law permits The Valley Hospital to assess patients a reasonable, cost-based fee for copies of their records (see 45 CFR § 164.524(c)(4)).

**For copies of your records, you may be assessed a fee based on the following fee schedule:**

Requested Format of Medical Records	How Medical Records are Maintained	Reasonable, Cost-Based Fee
Paper	Paper or Electronically	\$0.10 per page (\$0.08 per page for actual labor and \$0.02 per page for supplies), plus applicable postage and sales tax
Electronic (Email or CD-ROM)	Electronically	Flat fee of \$6.50 (inclusive of actual labor, supplies and postage), plus applicable sales tax
Electronic (Email or CD-ROM)	Paper	\$0.08 per page (actual labor), plus applicable postage and sales tax

**Once the records are ready, you will be notified via mail. Please review the invoice for payment information. Payment may be made by check, credit card or money order. Your requested records will then be mailed to you.**

**Please note, records from another facility contained within the requested records may be released.**

**Please call 610.994.7500 Ext. 1 to check the status of your request, make a payment or ask any questions.**