



Suggested Verbiage for Website

Below are the links to the portal for medical records. **Please be sure you DO NOT change or edit the links below otherwise they will not be active.**

Please link the below hyperlink(s) as a clickable button as mentioned below for a clean presentation.

Patient Online Access Form – This is exclusively for patients and legal guardians with legal paperwork requesting a copy of their medical records

<https://myplatform.hds.sharecare.com/submission-tools/ui/patient?clientId=NC029&facilityName=Gastroenterology+Associates,+PA&facilityAddress=415+N+Center+St+Ste+300&facilityCity=Hickory&facilityState=NC&facilityZip=28601>

Requester Submission Portal – This option is for healthcare providers, attorneys or if you are requesting the medical records of someone other than yourself and are not the legal guardian.

<https://myplatform.hds.sharecare.com/submission-tools/ui/pro?clientId=NC029>

Online Patient Request Tool

Release of Health Information

Gastroenterology Associates, PA has partnered with Sharecare to fulfill your requests for records.

Gastroenterology Associates, PA is committed to protecting your medical information. For information about your rights and the obligations you have regarding the use and disclosure of your medical information, please see our Notice of Privacy Practices.

If you are our patient and would like to request your medical records, please click on the link below to complete your request for medical records. You will be required to provide a valid email address and a government-issued ID.

<https://myplatform.hds.sharecare.com/submission-tools/ui/patient?clientId=NC029&facilityName=Gastroenterology+Associates,+PA&facilityAddress=415+N+Center+St+Ste+300&facilityCity=Hickory&facilityState=NC&facilityZip=28601>

If you are unable to complete the electronic form above, download and complete the paper form below. The authorization form must be legible and complete. Authorizations that are illegible or incomplete will be returned. Please note the processing of records is faster using the online form above.

Records are usually available within 10 days from the time the request is received. If you are picking up your medical records in person, please be sure to bring a government-issued ID. To arrange for another individual to pick up the documents for you, please indicate that on the authorization form, and ask them to bring their government-issued ID.



Only the patient, parent/legal guardian, or the patient's legal health care representative can sign the form to release medical records. If you are requesting records on behalf of the patient or as the patient's representative, please provide a copy of an Advance Directive/Durable Power of Attorney for healthcare/Conservatorship.

<https://acrobat.adobe.com/id/urn:aaid:sc:VA6C2:c87b0d92-8240-4df1-a2a7-c016582e79dd>

Request Submission for Third Party Requesters

If you are an attorney, insurance company, or any other entity requesting records from our facility, please click on the link below to upload your request along with the patient's authorization.

<https://myplatform.hds.sharecare.com/submission-tools/ui/pro?clientId=NC029>

When will my online medical record request be ready?

Your records will be ready in 3-5 business days from the receipt of your electronic request.

How do I check the status of my request?

Go to <https://recordstatus.sharecare.com>

How do I pay for my records and/or radiology images? Go

to: <https://payonline.hds.sharecare.com/>

How do I contact Customer Service?

You may call: 858-244-1811

Or

Contact Support for live chat: <https://hds.sharecare.com/contact-us/>