

Medical Records / Release of Information (ROI) Department Information Sheet

General information and instruction on how to complete your Medical Record Release of Information Request.

Return completed Release of Information forms by one of these methods:

Mail: The Portland Clinic, Attn: Release of Information Department

6440 S.W. Redwood Lane

Portland, OR 97724

Fax: 503-620-5348

Email: Scan and attach the original completed and signed of the Release of Information form and email

tpcroi@tpcllp.com

- The Medical Records / Release of Information Department is open and our staff is available to answer your questions between the hours of 7:30 a.m. to 4:00 p.m. Monday through Friday.
Medical Records / Release of Information Department Direct: 503-620-7358 ext. 2900
- If your request is for **X-Ray films ONLY**, contact the **Film Library Department**.
Phone: 503-221-0161 ext. 2197 or Fax: 503-790-1053
- **If your call is after business hours** you may leave a message for one of our staff to return your call the next business day.
- **You may arrange to pick up your medical records** in person. Call the Release of Information department prior to arriving to ensure that your request for medical records has been completed and is ready for pick up before coming to the office.
- **If someone other than yourself is picking up your records.** We must have a signed written authorization from you on file prior to releasing your records to anyone other than yourself. Your authorized representative will be required to present an official photo identification prior to the records release. (Driver's license, passport, military ID are the most common types of ID.) The medical records will be released in a sealed envelope for your privacy.
- For your convenience, please visit us online at: **<https://www.theportlandclinic.com>** to obtain Release Forms.
 1. **Click on "Resources"** at the top of the page
 2. **Click on "Find Patient Forms"**
 3. **Scroll down the page** to **"Release of Information"**
 4. **Download and print** the appropriate form
- You may also find the information you need located in your personal medical record online by using The Portland Clinic MyChart at: **<https://mychart.tpcllp.com/MyChart>**