



THE PATIENT RECORD SCORECARD

More than a quarter of medical record providers are not compliant with the HIPAA Right of Access.

VIEW SCORECARD

City of Hope Cancer Center	★★★★★
Memorial Regional Cancer Center	★★★★★
University of Utah Hospital	★★★★★
Geisinger Health System	★★★★★

The Patient Record Scorecard

Shows & tracks all record providers' compliance with the HIPAA Right of Access based on patient requests.

VIEW SCORECARD

Providers without a score: View the HIPAA Right of Access Survey to see an indication of compliance.

VIEW SURVEY

What does it mean to be compliant with the HIPAA Right of Access?

- Receive requests for records in a timely manner.
- Records must be sent in a format requested (such as electronic or hard copies).
- Records must be sent within 30 days.
- Not to charge the patient for copies of records.

Want to improve your score? [View all HIPAA resources](#)



Patient Stories



Watch, listen and learn from our patients' experiences. [View all patient stories](#)

Highlighting Five-Star Providers

City of Hope Cancer Center ★★★★★

"The scores and other patient-generated evidence that we value their rights—but the right to access was important to us. We were able to see the impact of patient satisfaction as well as from the clinical perspective. We prioritized the impact that providers in their world bring here on their world."

City of Hope
Cancer Center

View the Full List of Five-Star Providers

City of Hope ★★★★★

"City of Hope Cancer Center has fully demonstrated their commitment to doing the patient first. Their medical records request fulfillment process is a perfect example of how we can all work together to ensure patients are able to obtain all of their health information."

City of Hope
Cancer Center



Our Supporters

Organizations that support building the patient and their right to access all of their medical information. [View all supporters](#)



The HIPAA Right of Access Webinar Series

Join Deven McVey, Chief Regulatory Officer at Citizen, for a series of HIPAA Right of Access regulatory, historical and best practices webinars.

REGISTER NOW

Sign up to receive information about:

Patients Record Scorecard updates, upcoming HIPAA Right of Access webinars, personalized webinars for your needs, and more.