

## MEDICAL RECORDS REQUEST INFORMATION

Dr. Ranard is retiring and our office will be closing March 31<sup>st</sup>. Many patients have received the medical records transfer request form. We are obligated by law to keep patient records for 6 years. Dr. Ranard has chosen Gastro Health to be the custodian of our medical records after his retirement. Effective April 1<sup>st</sup>, our patient charts will automatically be transferred to Gastro Health. We are unable to refer you to any particular Physician, you will need to choose one.

The transfer request form only needs to be completed if you have an appointment with Gastro Health before April 1<sup>st</sup>.

If you are seeing another provider, records can be requested from Gastro Health after April 1<sup>st</sup>. If you have requested a copy of records, please note your new Physician only needs your most recent information. Patients with upcoming appointments are being processed and the information sent to the Physician you have listed on your request form. We have received thousands of requests that we are processing as quickly as possible. We are unable to provide a status or timeline for anyone but we are doing everything we can to process your requests prior to March 31<sup>st</sup>. Requests we received after the deadline that we are unable to process by March 31<sup>st</sup> will be completed by Gastro Health after April 1<sup>st</sup>.

Due to extremely high call volumes we are asking you to please be patient and not call our front desk for assistance with medical record requests unless you have an appointment this week or you have an urgent matter.

Thank you!