

Frequently asked questions on RecordQuest

Goshen Health has partnered with a *third-party company*, RecordQuest, to provide the **safest and fastest electronic** release of medical records.

You will use RecordQuest's **Online Request Portal** to submit a request for medical records. The RecordQuest request portal is available in Spanish and English. Please visit **AskForRecords.com/GoshenHealth** for hospital records and **AskForRecords.com/GoshenPhysicians** for Goshen Physicians.

RecordQuest FAQs

Q: I need a complete copy of my medical records. How do I submit a request for my medical records?

A: Visit RecordQuest's request portal for either Goshen Hospital or Goshen Physicians and follow the directions.

Q: How will I receive my records once I submit my request?

A: A secure download link will be emailed or texted to you once the request is processed by RecordQuest staff.

Q: What is needed to submit a request through RecordQuest's portal?

A: Your photo ID is needed for both:

- if you are the patient requesting records or
- if you are the guardian/parent requesting your child's records

Q: I submitted a request for my medical records, when will I get them?

A: Call RecordQuest at **888-300-7410** or email help@RecordQuest.com for the status of your current request.

Q: I am having issues submitting a request through RecordQuest's online portal. Who can help me?

A: Call RecordQuest at **888-300-7410** or email help@RecordQuest.com.

Answers for attorneys and third-party requesters

Q: How do I submit a subpoena request for medical records?

A: For Goshen Hospital, visit [AskForRecords.com/GoshenHealth](https://www.recordquest.com/goshenhealth). For Goshen Physicians, visit [AskForRecords.com/GoshenPhysicians](https://www.recordquest.com/goshenphysicians). Then, follow the prompts.

Q: What do I need to submit a medical record request?

A: A request and authorization form is required to request records.

Q: I am working on a case and need the records for my subpoena STAT, and I already submitted a request. What is the status of the request?

A: Call RecordQuest at **888-300-7410** or email help@RecordQuest.com for an update on the status of your request.