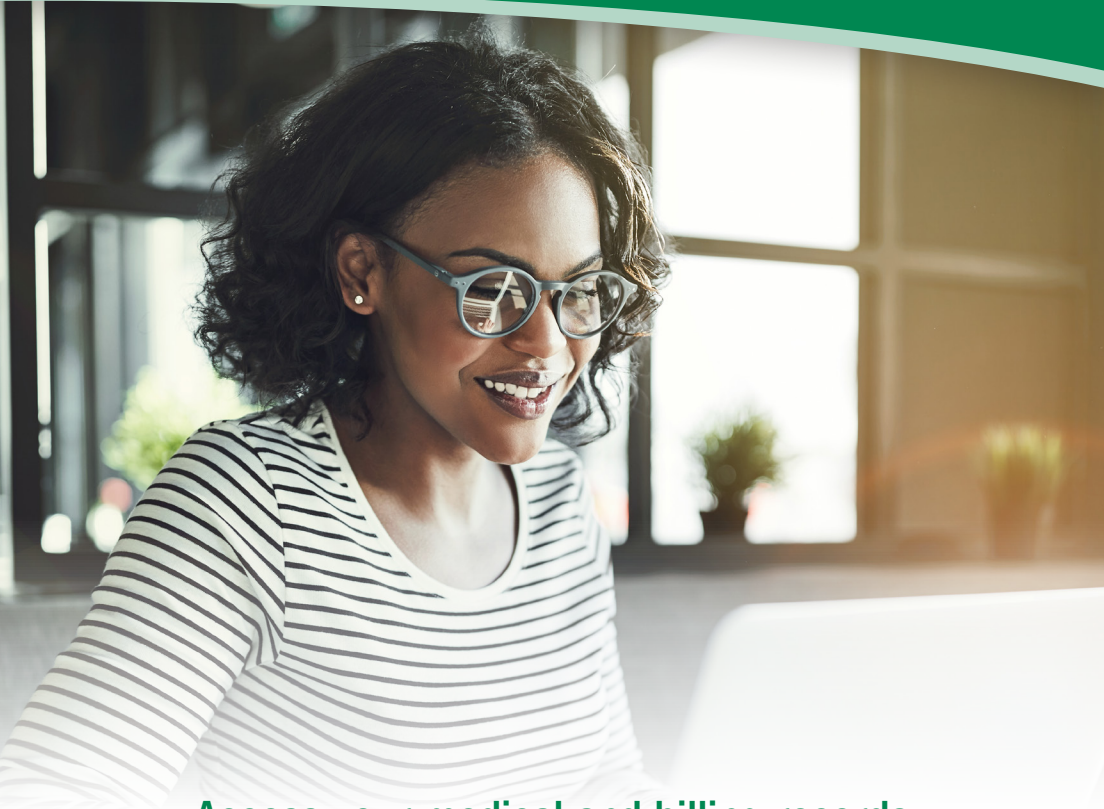


# Accessing and Requesting Your Medical Record



**Access your medical and billing records  
for free in LMC MyChart**

Most documentation is automatically available in LMC MyChart, and you can request additional records through your account if needed.



# HOW TO ACCESS YOUR MEDICAL AND BILLING RECORDS

There are several ways to find, download or request records.

- **LMC MyChart:** Many records automatically appear in LMC MyChart, such as physician notes, lab results and radiology reports. You can also download records from specific visits.
- **LMC MyChart Request:** You can request records through LMC MyChart.
- **Fax:** You can fax requests to Lexington Medical Center’s Health Information Management department at (803) 791-2136.
- **Drop-Off Request:** You can bring a paper request to the Health Information Management department between 8:30 a.m. and 4:30 p.m., Monday through Friday. Health Information Management is on the hospital’s main campus at 2720 Sunset Boulevard, West Columbia. The department may be closed due to unforeseen issues, such as pandemics or weather events. Please call before you arrive.
- **Mail:** Send your request forms by mail to:  
Lexington Medical Center  
Attention: Health Information Management Department  
2720 Sunset Boulevard  
West Columbia, SC 29169



You can find request forms at [LexMed.com/Patients-Visitors/Release-of-Medical-Records](https://LexMed.com/Patients-Visitors/Release-of-Medical-Records), or call Health Information Management to have one mailed to you.

Request Method	Charges	Estimated Processing Time (Business Days)			
		Immediate	1-2 Days	2-4 Days	5-10 Days
LMC MyChart	Free	X			
LMC MyChart Request	Free		X		
Drop-Off Request	Per SC State Rate*				X
Fax or Mail Request	Per SC State Rate*				X

\* Charges for medical records per South Carolina Code 44-115-80

# HOW TO FIND YOUR RECORDS IN LMC MYCHART

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## Clinical Notes

These records are available for visits after November 2, 2020. Click on **"Visits."**  
Select your visit. Click on **"View Notes."**

## Lab/Imaging Results and Cardiologic/Pathology Reports

Click on **"Test Results."**

## Scanned Documents

Click on **"Your Menu,"** scroll to **"Document Center,"** and click on **"My Documents."**

## Billing

You can find your billing information in Lexington Medical Center's PatientWallet feature in LMC MyChart

1. Under **"Your Menu,"** go to **"Billing"** and click **"Pay My Bill."**
2. Click **"Pay Here."**
3. Click **"View Account"** to see any paid or unpaid statements. You also have the ability to view and/or download the statement.

Any statement before December 8, 2020, will not be available in PatientWallet. For bills prior to this date, please contact Customer Service at (803) 791-2300.



# HOW TO REQUEST RECORDS THROUGH LMC MYCHART

This feature is only available for the dates of service below:

**Hospital Records:** May 4, 2013 to Present

**Physician Practice/Urgent Care Records:** July 17, 2017 to Present

1. Click on **“Your Menu”** and scroll to **“Obtain or Share Your Record”** and click on **“Download or Share Your Record.”**

Obtain or Share Your Record	
	Download or Share Your Record
	Share Everywhere
	Link My Accounts
	Request Access to a Minor's Record

2. Click on the correct option for **“Who do you want to share your health information with?”**

LMCMyChart

MyChart by Epic

Log out

Your Menu

Visits

Messages

Test Results


Medications

Apple Switch

Sharing Hub


There are many ways to share your health information. Let us help you find what you need.

Who do you want to share your health information with?




Yourself

You might be trying to get a copy for your personal reference.




A family member, close friend, or caretaker

This person might be taking care of you or helping you track your health.



A healthcare provider

A healthcare provider is a health professional (for example, a doctor, dentist, nurse, or social worker) or a healthcare organization.



Anyone else

This might be someone at another organization, like your insurance or workplace.

3. Click on **“Request a formal copy.”**

4. Fill out the form and click **“Send Request.”**

*For dates of service prior to these dates, please drop off, mail or fax your record requests to the Health Information Management department.*

**LMC MyChart** MyChart Express Log out

Your Menu Visits Messages Test Results Medications

### Request Formal Copy of Health Record

Request your medical record from your healthcare provider by answering a few questions. This request requires processing by your healthcare organization and might take a few days.

**Submit a new request for a formal copy of your health record**

\*Indicates a required field

\*Who should we send this record to?

Me Someone else

**1** We do not allow sending a formal copy of your record to someone else through MyChart. Please go to [Release of Medical Records](#) for more information.

\*What dates do you want information from?

**1** Hospital visits can be sent from Admission date of 5/4/2013 to present, and physician practice/Urgent Care visits from visit date of 8/17/2017 to present. If prior dates are needed, please go to [Release of Medical Records](#) and download and complete the Medical Records Release Authorization form.

Date range All available dates

\*From  To

\*What information do you want included in the record?

Legal Medical Record What is this?	<input type="button" value="Include"/>
Abstracts: Physician Office/UC Notes What is this?	<input type="button" value="Include"/>
Abstracts: Hospital Notes and Studies What is this?	<input type="button" value="Include"/>
Coding Summary What is this?	<input type="button" value="Include"/>
Itemized Bill What is this?	<input type="button" value="Include"/>
Discharge Summary What is this?	<input type="button" value="Include"/>

## HOW TO FIND REQUESTED RECORDS THROUGH LMC MYCHART

1. Click on **“Your Menu”** and scroll to **“Document Center.”**
2. Click on **“Requested Records.”** Once your request has been processed, you will see a link to your records.

*Requested records expire after 30 days.*

**LMC MyChart**

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### Document Center

Please select the option that most closely matches the information you would like. If you want to request a record, please [visit the Sharing Hub in MyChart](#). Optionally, you may also contact your primary physician clinic or the Health Information Management department at Lexington Medical Center at (803) 791-2264.

**Visit Records**  
Download and send visit summaries that would be helpful for a new provider, including details such as:  
Health Issues  
Medications  
Allergies  
Immunizations  
Plan of Care

**Requested Records**  
Download records you specifically requested, such as:  
Legal Information  
Coordination of Care  
Government Reporting  
Worker's Comp Information  
Accounting Disclosure  
Visit and Health Summaries

**My Documents**  
Sign, view, download, and print documents you have on file.

**Who's Accessed My Record?**  
View actions of people who have accessed your record.

[Back to the home page](#)

# HOW TO GRANT PROXY ACCESS TO YOUR RECORD IN LMC MYCHART

1. Click on **“Your Menu”** and scroll to **“Obtain or Share Your Record”** and click on **“Download of Share Your Record.”**
2. Click on **“A family member, close friend, or caretaker.”**
3. Click on **“Manage Ongoing Access to your MyChart Account.”** You can select **“Invite Someone”** to grant proxy access to your LMC MyChart account, or you can request proxy access to your child's record or the record of an adult if you are his or her legal guardian or have durable health care power of attorney.

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Friends and Family Access

Who Can See My Record?

Cherry Test

Their access is:  
Full Access

Access until:  
5/23/2025

Revoke

+ Invite someone

Whose Records Can I See?

Apple Test

Nickname:  
Apple

This is your record.

Are you a parent or guardian? [Request access to a minor's record.](#) Note: Access to a child's online record is only available to birth/adoptive parents or individuals with legal guardianship. Due to state requirements, access to your child's chart will automatically terminate the day before the child's 16th birthday.

Are you requesting access to an adult patient age 16 or older to which you are a legal guardian or durable power of attorney for healthcare? Please contact the office to which the adult you are requesting access is a patient or the Health Information Management department at Lexington Medical Center at (803) 791-2264.

## Notes

[illegible]

**If you have any questions, please call Health Information Management at (803) 791-2264.**



**LexMed.com**