



Medical Records Request

Huntsville Renal Clinic, P.C. partners with **Sharecare** to securely process all medical record requests. We are committed to protecting your health information. For details about your rights and how your information may be used or disclosed, please review our **Notice of Privacy Practices**.

Requesting Your Own Medical Records (Patients & Legal Guardians)

(For patients or legal guardians with appropriate documentation.)

Submit your request online using the secure portal. You will need:

- A valid email address
- A government-issued photo ID

Use the following link for patients or legal guardians:

<https://myplatform.hds.sharecare.com/submission-tools/ui/patient?clientId=AL100&facilityName=Huntsville%20Renal%20Clinic,%20P.C&facilityAddress=810%20Franklin%20Street,%20Suite%20A&facilityCity=Huntsville&facilityState=AL&facilityZip=35801>

If you cannot complete the online form, you may download and complete the paper authorization form. Only the patient, parent/legal guardian, or legal healthcare representative may sign. If signing as a representative, please include supporting documents (Advance Directive, POA for Healthcare, Conservatorship, etc.).

Third-Party Medical Records Requests

(Providers, Attorneys, Authorized Representatives)

If you are requesting records on behalf of a patient and are not the legal guardian, please use the professional portal.

Providers, Attorneys, Authorized Representatives: Pro Submission Portal Link:

<https://myplatform.hds.sharecare.com/submission-tools/ui/pro?clientId=AL100>

Processing Time & Pickup Information

- Online requests are typically completed within **3–5 business days**.
- Paper forms may take up to **10 days** from the date received.
- If picking up records in person, please bring a government-issued ID.
- If someone else is picking up for you, list them on the authorization form and ensure they bring their ID.

Check Status, Pay Fees, or Get Support

- Check Request Status: <https://recordstatus.sharecare.com>
- Pay for Records or Images: <https://payonline.hds.sharecare.com/>
- Customer Service: (858) 244-1811
- Live Chat Support: <https://hds.sharecare.com/contact-us/>