



Getting a Copy of Your Medical Record Information
Frequently Asked Questions (FAQ's)

If you have any additional questions, please contact us during our normal hours of operation.

Hours of Operation

Monday – Friday: 8am – 5pm
Closed Weekends and Holidays

Mailing Address

Medical Record Department / Correspondence
Dedham Medical Associates
One Lyons St.
Dedham, MA 02026
Tel:781-329-1400 x1235 Fax: 781-329-4170

Frequently Asked Questions

Q. How can I obtain a copy of my medical record?

A. Send a written request or 'Authorization to Release Medical Records' form to us at the address above. This form is available on our website www.dedhammedical.com. Go to Contacts and scroll down to Medical Records. Please mail your request to the address noted above. You may also leave a message for us to mail a form to you (see telephone number above).

Q. Is there a cost to obtain a copy of my medical record?

A. Yes, there may be a charge to obtain a copy of your medical record. The cost is based on the following: the information requested, the number of pages reproduced, and postage. The copy fee is in accordance with Massachusetts law (MGL Chapter 111: Section 70).

Alternatively, you may request an 'abstract' of your medical record, which contains immunizations, two (2) years of office visits and labs, and five (5) years of radiology and diagnostic reports. As a courtesy, the maximum fee DMA will charge for an abstract is \$25.00 plus postage. The abstract is usually sufficient to meet the need of many requests.

Q. How can I submit my payment?

A. You will receive an invoice from our release of information vendor, Bactes, shortly after we receive your request. Your records will be sent after your payment is received.

Q. How soon can I expect the release of my medical record to be completed?

A. Processing time varies depending on the type of request. Routine requests are usually completed within seven business days, assuming any payment has been received.