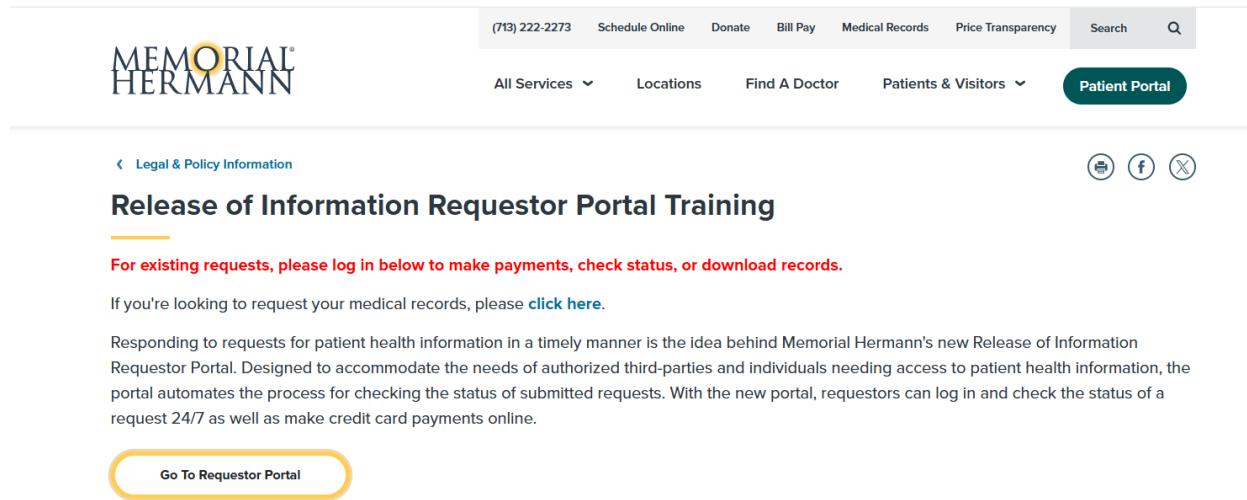


# Memorial Hermann Release of Information Requestor Portal Instructions

<https://www.memorialhermann.org/legal/release-information-request>

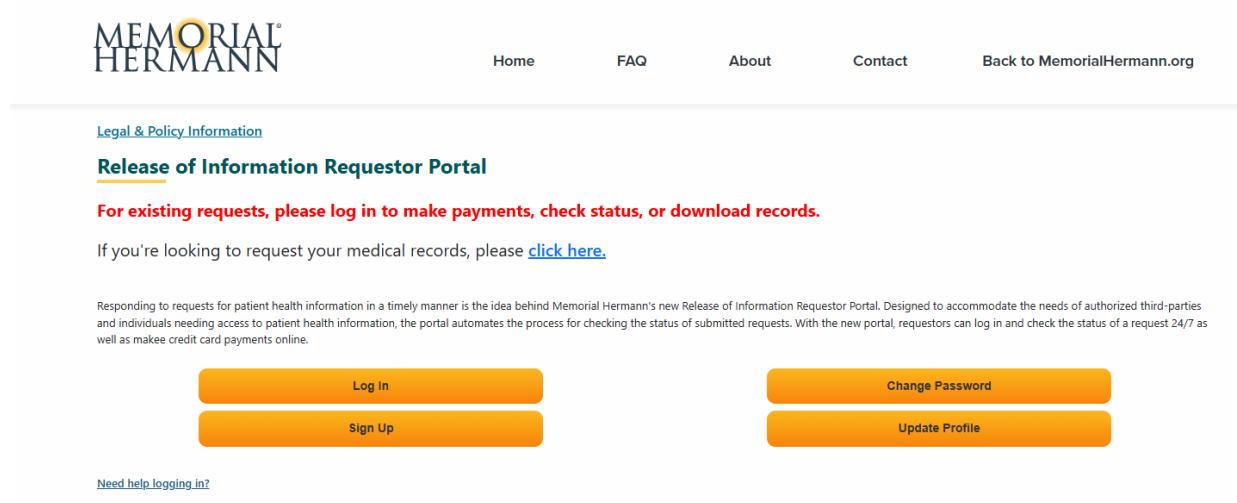
## Step 1: Register for use of MHRelease Portal

**Click Go to Requestor Portal**



The screenshot shows the Memorial Hermann website with a navigation bar at the top. The navigation bar includes links for (713) 222-2273, Schedule Online, Donate, Bill Pay, Medical Records, Price Transparency, a search bar, and a 'Patient Portal' button. Below the navigation bar, there are links for All Services, Locations, Find A Doctor, and Patients & Visitors. The main content area is titled 'Release of Information Requestor Portal Training'. It includes a sub-link 'Legal & Policy Information' and social media icons for YouTube, Facebook, and Twitter. A red note says 'For existing requests, please log in below to make payments, check status, or download records.' It also says 'If you're looking to request your medical records, please [click here](#).' A text block explains the portal's purpose: 'Responding to requests for patient health information in a timely manner is the idea behind Memorial Hermann's new Release of Information Requestor Portal. Designed to accommodate the needs of authorized third-parties and individuals needing access to patient health information, the portal automates the process for checking the status of submitted requests. With the new portal, requestors can log in and check the status of a request 24/7 as well as make credit card payments online.' A yellow button at the bottom left says 'Go To Requestor Portal'.

**Click Log In, Sign Up, Change Password or Update Profile**



The screenshot shows the Memorial Hermann website with a navigation bar at the top. The navigation bar includes links for Home, FAQ, About, Contact, and 'Back to MemorialHermann.org'. Below the navigation bar, there is a 'Legal & Policy Information' link and a 'Release of Information Requestor Portal' section. A red note says 'For existing requests, please log in to make payments, check status, or download records.' It also says 'If you're looking to request your medical records, please [click here](#).' A text block explains the portal's purpose: 'Responding to requests for patient health information in a timely manner is the idea behind Memorial Hermann's new Release of Information Requestor Portal. Designed to accommodate the needs of authorized third-parties and individuals needing access to patient health information, the portal automates the process for checking the status of submitted requests. With the new portal, requestors can log in and check the status of a request 24/7 as well as make credit card payments online.' At the bottom, there are two sets of orange buttons: 'Log In' and 'Sign Up' on the left, and 'Change Password' and 'Update Profile' on the right. A link 'Need help logging in?' is at the bottom left.

## Step 2: New User Screen and Password Requirements



Memorial Hermann

### Welcome

Sign Up to MH Release

Email address\* \_\_\_\_\_

Enter your email address here

Password\* \_\_\_\_\_

.....

Your password must contain:

- ✓ At least 12 characters
- ✓ At least 3 of the following:
  - ✓ Lower case letters (a-z)
  - ✓ Upper case letters (A-Z)
  - ✓ Numbers (0-9)
  - ✓ Special characters (e.g. !@#\$%^&\*)

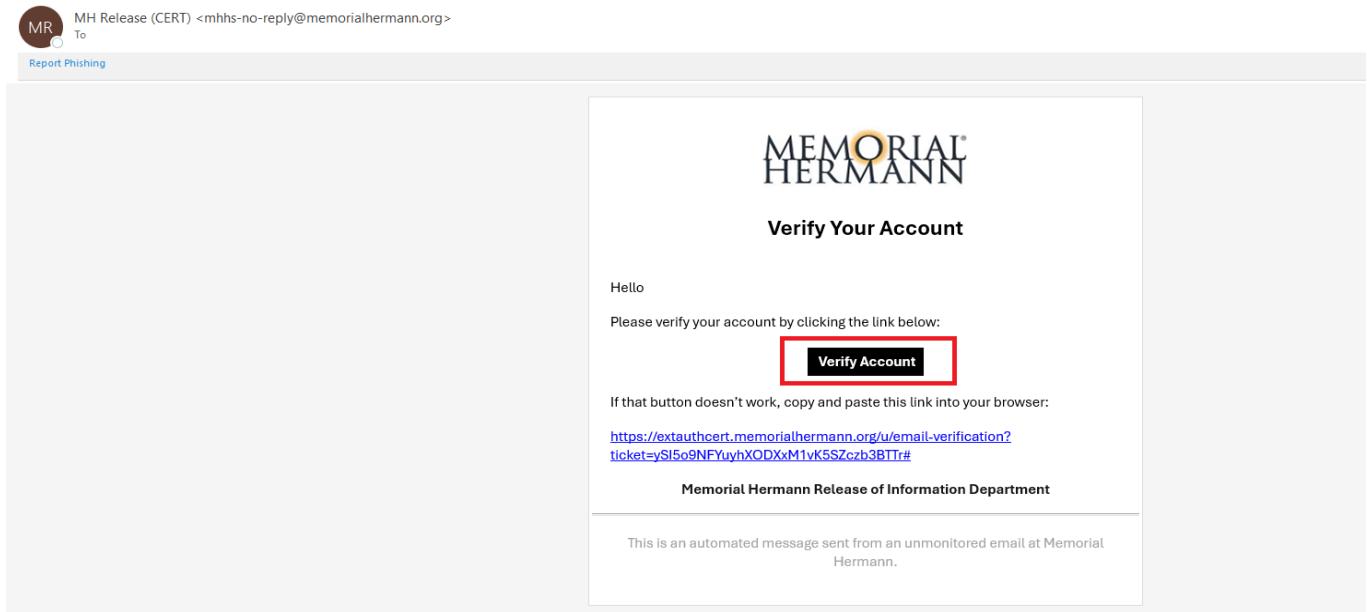
**Continue**

Already have an account? [Log in](#)

## Please verify your email address

We have sent a verification email message to [Your email will be here](#). Please follow the instructions in the message to verify your email address before logging in. Did not receive the verification email? Request a verification email [here](#).

OK

An email message from "MH Release (CERT) <mhhs-no-reply@memorialhermann.org>" to "To" with a subject line "Verify Your Account". The message body contains the following text:

MEMORIAL  
HERMANN

**Verify Your Account**

Hello

Please verify your account by clicking the link below:

[Verify Account](#)

If that button doesn't work, copy and paste this link into your browser:

[https://extauthcert.memorialhermann.org/u/email-verification?  
ticket=ySI5o9NFYuhX0DXxM1vK5SZczb3BITr#](https://extauthcert.memorialhermann.org/u/email-verification?ticket=ySI5o9NFYuhX0DXxM1vK5SZczb3BITr#)

Memorial Hermann Release of Information Department

This is an automated message sent from an unmonitored email at Memorial Hermann.



## Email Verified

Your email address was successfully verified.

[Back to MH Release](#)

Step 3: This will take you back to the log in screen to complete registration



[Home](#)

[FAQ](#)

[About](#)

[Contact](#)

[Back to MemorialHermann.org](#)

[Legal & Policy Information](#)

### Release of Information Requestor Portal

## Registration

### Personal Info

Email	<input type="text"/>
First Name*	<input type="text"/>
Initial	<input type="text"/>
Last Name*	<input type="text"/>
Home Phone	<input type="text"/>
Mobile Phone	<input type="text"/>

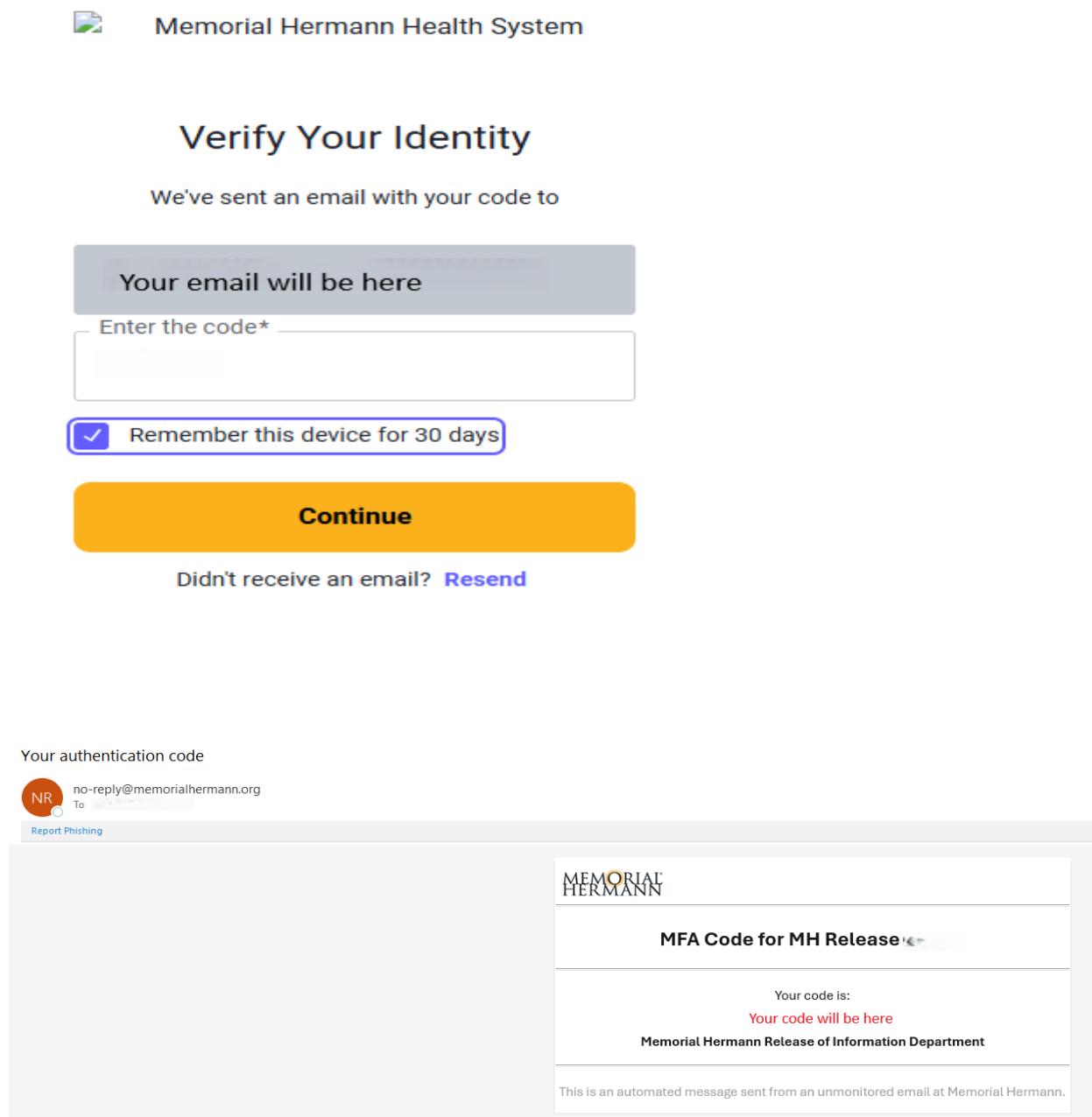
### MFA Enrollment

Email	<input type="checkbox"/>
OTP	<input type="checkbox"/>

[Submit](#)

[Cancel](#)

Step 4: When you click submit you will be asked to verify your identity. Check your email and enter your verification code. Once you enter the code you will be logged into the portal



Memorial Hermann Health System

## Verify Your Identity

We've sent an email with your code to

Your email will be here

Enter the code\* \_\_\_\_\_

Remember this device for 30 days

**Continue**

Didn't receive an email? [Resend](#)

Your authentication code

no-reply@memorialhermann.org  
To  
[Report Phishing](#)

MEMORIAL  
HERMANN

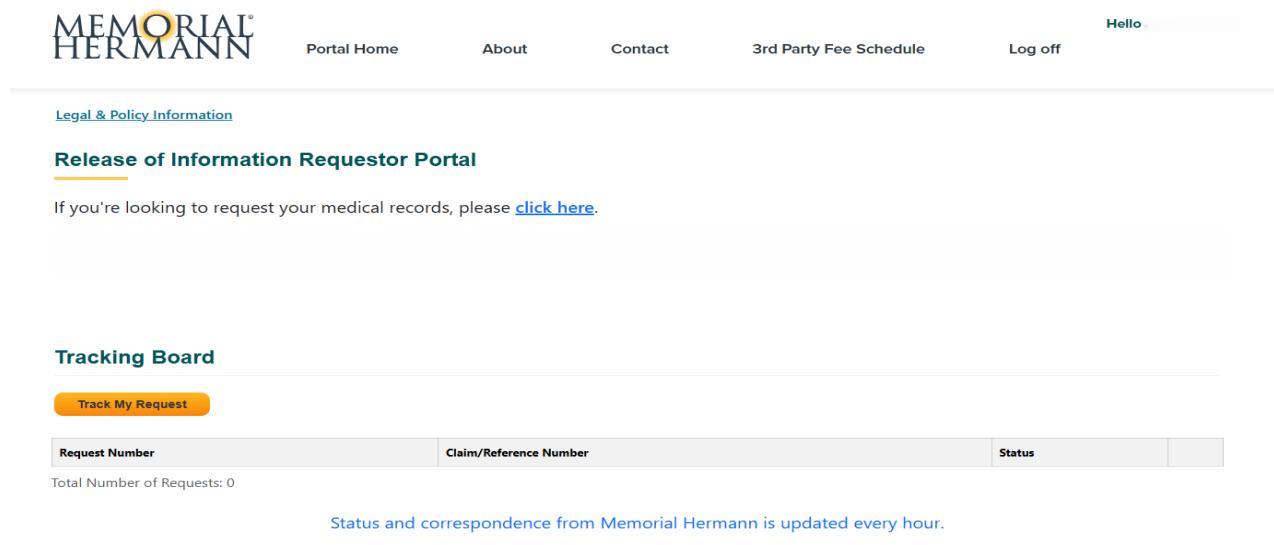
**MFA Code for MH Release**

Your code is:  
**Your code will be here**

Memorial Hermann Release of Information Department

This is an automated message sent from an unmonitored email at Memorial Hermann.

## Step 5: You are now logged into the portal



The screenshot shows the homepage of the Memorial Hermann Release of Information Requestor Portal. At the top, there is a navigation bar with links for 'Portal Home', 'About', 'Contact', '3rd Party Fee Schedule', and 'Log off'. On the far right, there is a 'Hello' greeting and a user profile icon. Below the navigation bar, there is a section titled 'Legal & Policy Information' with a link to 'Release of Information Requestor Portal'. A sub-section titled 'Release of Information Requestor Portal' is shown with a note: 'If you're looking to request your medical records, please [click here](#)'. Below this, there is a section titled 'Tracking Board' with a 'Track My Request' button. A table with columns for 'Request Number', 'Claim/Reference Number', and 'Status' is shown, with a note: 'Total Number of Requests: 0'. A status message at the bottom states: 'Status and correspondence from Memorial Hermann is updated every hour.'

## Step 6: Use of Tracking Board

The tracking board will serve as the home page for MHRelease. Requests do not auto populate on the tracking board. The user can add and remove requests from the tracking board as needed.

The tracking board will remain empty until the user adds the request to the tracking board. Once the request is added to the tracking board, it may take up to three hours for information regarding the updates to be viewable by the user.

**Note: The board will initially be blank until the user clicks Track My Request.**

### Release of Information Requestor Portal (Train)

[Portal Home](#)   [About](#)   [Contact](#)   [Log off](#)

#### Tracking Board

[Track My Request](#)

Request Number	Claim/Reference Number	Status

**The user will then add the request to their tracking board using the MH Release Number (MHR No) and the Portal Validation Code located on correspondence from Memorial Hermann.**



#### Release of Information

6/28/2016

Test Patient  
123 Mailbox Lane, Houston, TX

Re: REQUEST FOR RECORDS  
Patient, Test  
01/01/1901

MHR Number : 129297  
Claim Number: FIEA4643KZ  
Portal Validation Code : LCP1VYH7

#### Track My Request

MHR No:

Validation Code:

Required information can be found on correspondence from Memorial Hermann.

[Save](#) [Back to Tracking Board](#)

The system will then take you back to the tracking board, where you will see your newly added request.

**Click on the status of the request to open the Request Detail Page:**

Request Number	Claim/Reference Number	Status	
129266	TESTING#9	<a href="#">Make Payment</a>	<a href="#">Remove</a>

## Step 7: Request Detail Page

This page will contain the status, all correspondence from Memorial Hermann, the option to make a payment, or cancel your request

### Request Detail

Request No: 129266
Status : Make Payment
Claim/Reference Number : TESTING#9

Additional correspondence from Memorial Hermann.

Request  
Invoice  
Letter - Acknowledgement Letter

[Make a Payment](#) [Cancel My Request](#) [Back to Tracking Board](#)

**Make a Payment will open the following screen:**

Online Bill Payment

<b>MH Release Invoice</b>	
Release Number :	129266
Invoice Date :	06/22/2016
Invoice Amount:	82.87
Outstanding Amount:	82.87

Test Request: true

Required information is marked with an (\*).

**Credit Card Information**

\*Payment Amount:

\*Name on Credit Card:   
(The name as it appears on the credit card being charged)

\*Zip Code:

\*Credit Card: Visa MasterCard Discover American Express

\*Card Number:

\*Expiration Date:  Month  Year  
(Enter e-mail to receive payment confirmation.)

\*Email:

Please review all information for accuracy. Payment will be processed as soon as submitted.

[Submit](#) [Reset](#)

**Once submitted, you will be able to return the request details or back to the tracking board.**

You also have the option of cancelling the request online from the Request Detail Page

### Request Detail

Request No: 153914

Status : Make Payment

Claim/Reference Number : testing cannot locate

Additional correspondence from Memorial Hermann.

Request  
Invoice  
Letter - Request Mailed  
Letter - Cannot Process

[Cancel My Request](#)

[Back to Tracking Board](#)

### Cancel Request

**Are you sure you want to cancel to this request : 153914?**

Enter a reason for cancellation

By cancelling this request, Memorial Hermann will consider this closed and no further action will be taken.

[Cancel Request](#)

[Back to Tracking Board](#)