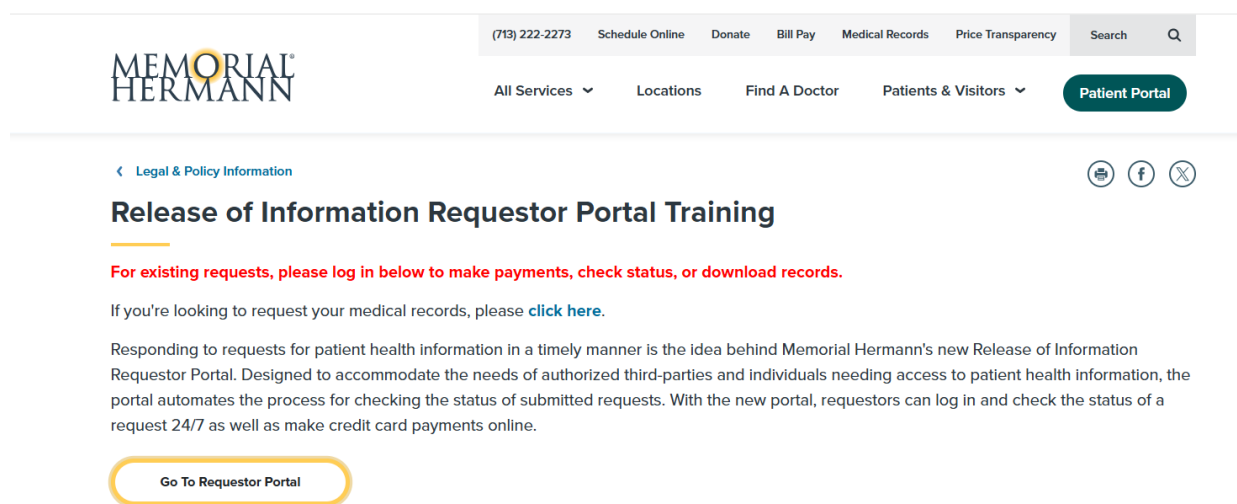


Memorial Hermann Release of Information Requestor Portal Instructions

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

Step 1: Register for use of MHRelease Portal

Click Go to Requestor Portal



MEMORIAL HERMANN

(713) 222-2273 Schedule Online Donate Bill Pay Medical Records Price Transparency Search

All Services Locations Find A Doctor Patients & Visitors Patient Portal

Legal & Policy Information

Release of Information Requestor Portal Training

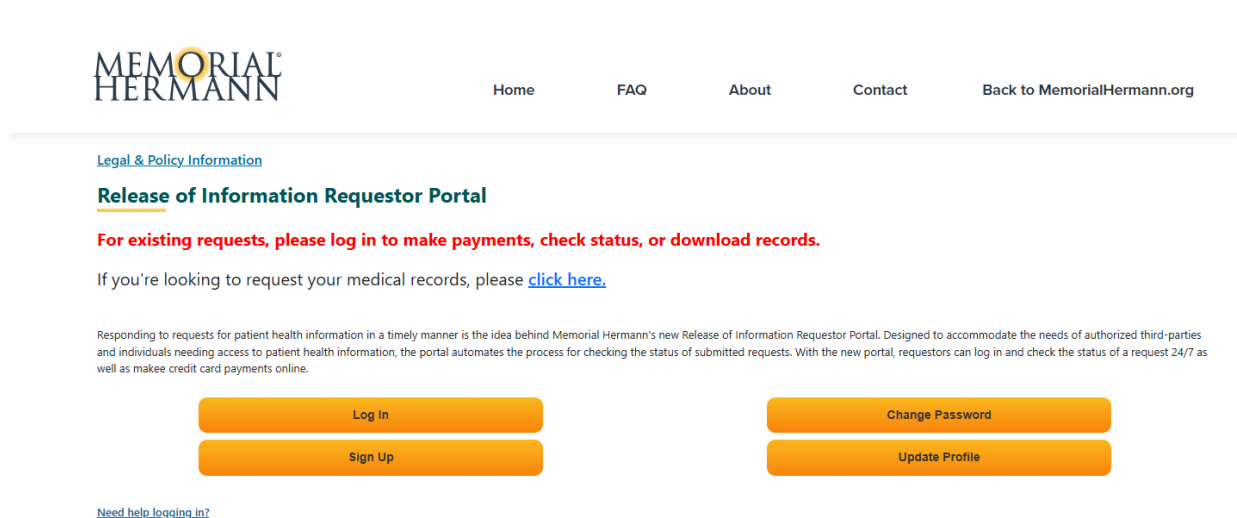
For existing requests, please log in below to make payments, check status, or download records.

If you're looking to request your medical records, please [click here](#).

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.

Go To Requestor Portal

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



MEMORIAL HERMANN

Home FAQ About Contact Back to MemorialHermann.org

Legal & Policy Information

Release of Information Requestor Portal

For existing requests, please log in to make payments, check status, or download records.

If you're looking to request your medical records, please [click here](#).

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Log In Sign Up Change Password Update Profile

[Need help logging in?](#)

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



MH Release (CERT) <mhhs-no-reply@memorialhermann.org>
To

[Report Phishing](#)



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=ySI5o9NFYuyhXODXxM1vK5SZczb3BTTr#>

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



Portal HomeAboutContact3rd Party Fee ScheduleLog offHello 

[Legal & Policy Information](#)

Release of Information Requestor Portal

If you're looking to request your medical records, please [click here](#).

Tracking Board

Track My Request

Request Number	Claim/Reference Number	Status	
Total Number of Requests: 0			

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	Make Payment	Remove

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

MH Release Invoice

Release Number :	129266	Invoice Amount:	82.87
Invoice Date :	06/22/2016	Outstanding Amount:	82.87

Required information is marked with an (*).

Test Request: true

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:

*Email:
(Enter e-mail to receive payment confirmation.)

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?

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

[Cancel Request](#)

[Back to Tracking Board](#)