



Ho'ola Lahui Hawai'i
Kaua'i Community Health Center



Patient Instructions for Medical Record Requests

HealthMark Group is a trusted provider that helps practices like ours manage the release of medical records. We chose to partner with HealthMark to streamline the process and get you your records faster and more efficiently.

How do I request my medical records?

[**Click Here**](#)

Once you enter your email, you'll receive an email with HealthMark to log in (no username or password required). Click on the "submit request" button and follow the prompts from there. You'll receive an email as soon as your records are available for download.

SOME FAQs

Do I have to remember another username and password?

No. HealthMark's Request Manager uses email verification and secure links to get you your records quickly, efficiently and securely – and without yet another username and password to remember.

How long does it take to process requests?

Most record requests are processed within 8 business hours. One or two days after you submit your request, your records will be delivered electronically – right to your inbox.

Any questions?

You can see the status of your request at any time inside Request Manager. If you have any other questions, feel free to reach out to HealthMark at 800-659-4035 or status@healthmark-group.com.