Requests for Medical Records

The Guthrie Clinic is committed to protecting the privacy of your medical information. To safeguard your privacy, you must complete and sign a form before records can be sent. After printing the form, indicate what records are to be released and where they are to be sent. Be sure to sign and date the form to avoid delays in processing your request. Multiple factors affect the time it will take to process your records request. If your request is of an urgent nature, please indicate such on the request form.

NOTE: If you are the guardian, Executor of the Estate or Power of Attorney for the patient, you must submit a copy of the appropriate legal document, which proves authority to act on behalf of the patient. This must accompany the authorization form. If you are the parent (on file) of a child, no additional document is necessary. Exceptions may apply.

Paper/Electronic Records

Pennsylvania and New York State Law have established maximum fees that hospitals and health care providers may charge for medical records. The patient fee schedule below gives you a general idea of how much you will be charged. Do not submit payment with your request. You will receive an invoice that details the exact charge. This invoice will provide additional instructions on your payment options (including online payment options).

NOTE: The Guthrie clinic will not charge for records if the records are needed to share with another healthcare provider/entity. Continuation of care requests may also be done thru your individual eGuthrie/MyChart account.

Return the completed form (and any attachments) by mail, fax or in person. Each medical records office hours are listed as well. **All offices are closed on weekends and national holidays.**

Organization	Phone	Fax	Hours	Mailing Address
Corning Hospital	607-937-7551	607-937-7859	7:00am-3:30pm	Attn: Medical Records 1 Guthrie Drive Corning NY 14830-3696
Cortland Hospital	607-756-3685	607-756-3682	8:00am-4:30pm	Attn: Health Information Management Dept 134 Homer Avenue Cortland NY 13045
Robert Packer Hospital	570-887-4344	570-887-5153	8:00am- 5:00pm	Attn: Correspondence One Guthrie Square Sayre PA 18840
Robert Packer Hospital Towanda Campus	570-887-4344	570-887-5153	No onsite support. Contact Robert Packer Hospital office.	Attn: Correspondence One Guthrie Square Sayre PA 18840
Troy Hospital	570-887-4344	570-887-5153	No onsite support. Contact Robert Packer Hospital office.	Attn: Correspondence One Guthrie Square Sayre PA 18840
Guthrie Medical Group (Corning Centerway)	607-973-8050	607-962-8938	8:00am-4:00pm	130 Centerway Corning NY 14830
Guthrie Medical Group (all others)	570-887-6012	570-887-5153	8:00am – 5:00pm	Attn: Correspondence One Guthrie Square Sayre PA 18840

Fee Schedule for Pennsylvania
Pages 1-10……. $1.00/page
Pages 11-60…….. $ .50/page
Pages 61-end…… $ .31/page

Fee Schedule for New York
Pages 1-end…….. $ .75/page

In addition to the amounts listed, charges may also be assessed for postage. Imaging studies may incur an additional reproduction fee.