

Exhibit 5002 B  
Fees for Patient Access to Record Requests

- A. Inspection of Records:
- Review of records by the patient or their personal representative: No charge
- B. Page Charges:
- Where the request involves creating a paper copy or scanning paper copies to create an electronic copy, costs are estimated based on the labor associated with making the copies plus costs of copy supplies plus any postage.
  - Average requests can be completed within 15-30 minutes of copy time. Based on average University labor<sup>1</sup> cost, the expected costs of record requests involving copying or scanning range from \$18 to \$36 for labor.
  - For paper copies of the records, an additional \$0.05 per page charge may be added for supplies.
- C. Electronic Copies:
- Where the request involves creating copies from our electronic medical record system, costs may include the labor costs associated with creating the electronic file. Anticipated costs include time spent reviewing the request, converting the records to a pdf file, burning the PHI to the requested media, and distributing the record. These activities usually can be completed within 7-10 minutes (\$8.60-\$12.30).
  - If the patient requests that the records be provided on portable media, the cost of any portable media may be added to the labor costs along with the cost of postage where applicable.
  - Alternately, a flat fee inclusive of labor, supplies, and postage may be charged up to \$6.50.
- D. Authorized releases:
- Where the record request is not a request by the patient for access to their own records, fees may be charged in accordance with Connecticut state law, currently \$0.65 per page.

---

<sup>1</sup> Labor costs based on an average salary plus fringe benefits for clerical and technical staff as of 2018 of \$1.23 per minute.  
*version 9/19/18*