CARIEND

Dear Heather-
Thank you for choosing Cariend as your Records Custodian. The copy below can be used for various notification message formats. There are 2 versions highlighted in yellow - the long version is best, and the shorter can be used when space is limited. Other than inserting the effective date, if you must change or shorten the copy, please let us know first.

Use the Long Copy below for notification letters, newspaper ads, website/social media:
Effective <insert closing DATE here> we have retained Cariend, a medical records custodian, to manage the records for the next 10 years. Cariend is not a medical provider and does not handle billing, medications, or referrals for the closed practice.

Requestors should be prepared to complete the Records Release Authorization Form and provide a copy of government-issued photo ID, as required by HIPAA. **The fastest way to process requests for copies of medical records is to visit Cariend's website and follow the instructions posted here:** https://www.cariend.com/request-records/

If you do not have access to a computer or internet, Cariend can be reached by phone at 404-991-7080 – please note the HIPAA laws do not allow medical records to be released based on a phone or email request.

If you prefer to mail your completed Authorization Form and Government-issued Photo ID:
Cariend ROI
PO Box 1866
Thomasville, GA 31799-1866

If you have questions about the process, Cariend can also be contacted via email at Request@Cariend.com however, you should not send sensitive personal information or request documents through email.

You can read from the shorter copy below for telephone answering machine messages (and it also helps to spell out "C-A-R-I-E-N-D dot com" on the voice message):
"Effective <insert DATE> our facility has closed. The fastest way to request your medical records is to visit www.cariend.com, then select the "Request Records" tab at the top of their homepage and follow the instructions from there.
If you do not have a computer or internet access, you can work with Cariend by mail at:
Cariend ROI
PO Box 1866
Thomasville, GA 31799-1866
If you need to contact Cariend to begin the process by mail, you can call 404-991-7080, but please do not leave sensitive information or request the transfer of records by phone."