

How to Get Your Full MyChart Records (Yes, Even the “Hidden” Notes)

Congrats—you just stumbled upon a highly classified patient guide! This is the stuff your provider would *really* prefer you didn't read. So obviously, send it to everyone you know.

Did you know your providers have a whole secret section of notes about you that you're *not supposed to see*? Yeah—like a diary they share with each other, shaping how future doctors think about you before you even walk in the room.

Feels sleazy right? It wasn't always intended to make your healthcare experience worse, but for patients who have been medically gaslit, it can make trying to get testing, a diagnosis, or treatment that much harder. But you're not alone—I've got you.

Here's the twist: even though it feels *so* illegal to peek behind the curtain, the law is actually on *your* side. Which means we're about to crack open the patient piñata and see *everything* they've been saying.

So grab your popcorn and open a new draft because you're about to dive into the ultimate healthcare tell-all.

And by the end, you'll know exactly how to get the receipts.

First things first: your rights

- **Electronic records:** If your provider uses an online portal (like MyChart), you get a login. Period. If you suspect there are notes you *can't* see, you're still legally entitled to them under HIPAA—you just have to ask.
- **Paper records:** Sure, you can request them, but don't expect them for free. Printing takes time, ink, and postage. Be kind: request the electronic version and hit *Ctrl+P* at home if you need paper.

Curious about what other rights you have as a patient and ways to fight back against medical gaslighting? Check out [MEDICAL GASLIGHTING: How to Get the Care You Deserve in a System that Makes You Fight For Your Life](#) by Ilana Jacqueline for more helpful advice, templates, and breakdowns that make advocating for yourself easy.

How You'll Receive Your Full Medical Records on MyChart

Usually as a PDF “letter” dropped into your MyChart inbox. Depending on your MyChart notification settings, you might also get an email or text that it’s ready.

Finding the Medical Records Request Form and Contact Information

The image displays two screenshots of the Baptist Health website. The top screenshot shows the main navigation bar with a 'Menu' button (three horizontal lines) and an 'Appointments' button. A red arrow points to the 'Menu' button, with a blue callout box stating: 'On your provider's website, click menu.' Below the navigation bar is a large banner for 'Free Virtual Urgent Care All Summer Long.' with a 'PineApp' icon and a chat bubble that says 'Hi! Welcome to Baptist Health. How can I help you?'. The bottom screenshot shows the 'Menu' expanded into a list of options. A red arrow points to the 'Patient Resources' link, with a blue callout box stating: 'If you don't immediately see an option for "Medical Records" try patient help or patient resources'. The 'Patient Resources' link is part of a grid of links under the heading 'BAPTIST HEALTH RESOURCES'.

Baptist Health Menu Appointments

BAPTIST HEALTH

Free Virtual Urgent Care All Summer Long.

Available 24/7 on PineApp

Hi! Welcome to Baptist Health. How can I help you?

Baptist Health Find a Doctor Locations 1 Services X Menu

I WOULD LIKE TO

- Find a Doctor
- Search Locations
- Browse Services
- Request an Appointment

BAPTIST HEALTH RESOURCES

- Get Care Now
- International Services
- For Professionals
- Patient Resources
- Academics & Learning
- About Baptist Health

Medical Records

Request medical records online or inquire about having records mailed to you. Unsure where to access or request your medical records? Our new self-service tool will guide you to the appropriate location for accessing or obtaining your medical records.

[Learn More](#)

Billing & Financial Assistance

Get help understanding your bill and exploring financial assistance options with Baptist Health's dedicated support services. We're here to guide you through insurance, payment plans and available resources.

[Learn More](#)

Insurance

Discover which insurance plans are accepted at Baptist Health to ensure your coverage aligns with our services.

[Learn More](#)

Hi! Welcome to Baptist Health. How can I help you?

Online Patient Request

If you do not have a Baptist Health Account or would like to request your medical records online, please click here to access the VRA Patient Online Authorization Form. This process usually takes anywhere from 2 - 5 business days.

Online Attorney Request

(No Subpoenas or Depositions) For online attorney requests, please click here to access the VRA Attorney Form.

Other Submission (Mail, Fax, Email, In-person Pickup)

For all other medical record requests, follow the steps below. Please remember to attach a copy of a photo ID to any submitted forms. This process may take up to 15 business days.

Request Online

Do not submit requests using the linked forms below for bill and/or insurance. Contact their respective departments for submitting a request.

For Patients: Please click on the "Patient Request" link to select your preferred delivery method.

[Patient Form](#)

[Patient Form \(Español\)](#)

Download or fill out the patient form online. This form will also have an email for the medical records department. Make sure to grab that email so you can use it to send your cover letter. If you filled out the form online, let them know you completed the form but are also sending this email to make sure your request isn't lost.

The Art of the Ask

Hospitals technically *have to* give you your records, but they don't always make it easy. Your best move? Kill them with kindness. Be polite, breezy, and grateful—like you're asking for an extra side of ranch, not classified government files.

- Ask how their day is going.
- Say you're "just getting your ducks in a row."
- End with: *"Thanks so much, I really appreciate your help."*

This way, they won't feel the need to run your file past your doctor who may censor portions of it before sending it.

The Step-by-Step

1. **Check your MyChart** – Read what's already visible. Still want the “good stuff”? Keep going.
 2. **Find the form** – Look for your provider's “Request for Medical Records” form on their site. If you can't find it, call and ask.
 - You'll need three things:
 1. The blank form itself
 2. An email address to send it to
 3. A phone number, just in case
 3. **Send the email** – Fill out the form *and* attach the cover letter (template below). If they claim they don't have a form, just send the letter.
 4. **Wait (ugh)** – They have 30 days before they're violating HIPAA.
 5. **Get your records** – Delivered by MyChart (or potentially email or snail mail if your doctor doesn't use an electronic medical records portal.)
 6. **Review & fix** – If you spot errors (wrong meds, fake allergies, sketchy notes), send a correction request through MyChart.
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The Cover Letter They Can't Question

Copy, paste, and fill in the blanks.

Subject: Request for Complete Medical Records for [PATIENT NAME] DOB [X/XX/XXX]

Dear [Hospital Health Information Team],

I am formally requesting a complete copy of my medical records from [Month X, 2025] to [Month X, 2025] under my rights as a patient outline in the HIPAA Privacy Rule.

This includes (but isn't limited to):

- All provider notes (including internal-use and withheld documentation)
- Imaging reports
- Nursing notes
- Specialist consults
- Radiology or procedure results
- Any flagged mental health or diagnostic impressions

Please provide these records digitally to [YOUR EMAIL] as well as through my MyChart account as soon as possible, and please include any documentation that may not be visible to me through MyChart. **If any part of this request is to be denied, I ask for a written explanation citing the specific reason, as well as the name of the provider authorizing the denial.**

You may reach me at [YOUR EMAIL] or [YOUR PHONE]. I'll anticipate your confirmation and a delivery timeline within the standard 30-day window required by law.

Sincerely,
[Your Full Name]
[Your Date of Birth]

The Timeline and the Law

According to HIPAA, once your request is made, your provider is on the clock to deliver those records to you within thirty days. If your provider is unable to provide the record within thirty days, they can request another thirty-day extension (this is unusual). They better get it to you after that though, because sixty days is the maximum amount of time they have under the law.

A Note from the Author

Hi, I'm **Ilana Jacqueline**—patient advocate, author of *Medical Gaslighting: How to Get the Care You Deserve in a System that Makes You Fight for Your Life* and *Surviving and Thriving with an Invisible Chronic Illness*.

I actually wrote an entire chapter in *Medical Gaslighting* about **your rights to access your medical records**—including the legal fine print, how to correct errors, and how to work with (not against) your medical team to get the care you deserve.

If you want to dive deeper, you can find [*Medical Gaslighting*](#) in bookstores everywhere, on [Audible](#), or even for **free at your local library**.

For more tips, advocacy tools, and a little humor along the way, follow me on [Instagram](#) and [TikTok](#) @Ilana_Jacqueline.

