



SMARTER PATIENTS

WITH ILANA JACQUELINE

Episode 1	Unlocking Your Hidden MyChart Notes! What Your Doctor Didn't Share
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About the Episode

The transparency revolution in healthcare is already here — you just don't know where to look. In this episode, learn how to unlock the hidden notes in your MyChart and finally see what your doctor really wrote about you--and how it could be impeding your care with future providers.

Congrats—you just stumbled upon a highly classified patient guide created by Smarter Patients for Smarter Patients! This is the stuff your provider would *really* prefer you didn't read. (So obviously, you should 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.

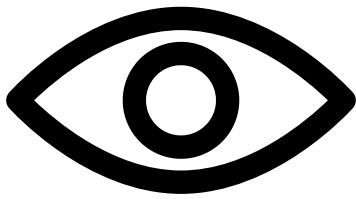
And by the end, you'll know exactly how to get the receipts.

Transparency of Care: Your Right to View

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.

The Ask: Can I Have a Copy of my Records?

The Art of the Ask



You might have to make a phone call to get the job done—and even though hospitals technically *have to* give you your records, there are plenty of ways they can make it harder on you. 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

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.

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.

You're a Smarter Patient

Congrats-- You just became a smarter patient. And as a patient advocate, I love to see it! 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.

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