



# HOW TO REQUEST YOUR CROZER MEDICAL RECORDS

In the Spring of 2025, Delaware County lost the Crozer Health System and its entire network of healthcare providers.

As residents navigate our changing healthcare system, **The Delaware County Health Department** is supporting residents in accessing medical records to help with the transition of care.

For more information on how to access records, please visit DCHD's website at:  
<https://delcopa.gov/health/prospect-medical-bankruptcy-update>

\*All information can be translated into different languages by selecting that option at the top of the page

You can also call the **DCHD Wellness Line** and/or attend one of DCHD's in-person navigating events (call us, visit our website, or follow us on social media for dates/locations throughout the year).

Please note that records can be provided only via email at no charge.

If you would like your records uploaded to an electronic USB drive and mailed to you, there is a fee.

**The following STEP-BY-STEP GUIDE is an example of how to request "General Medical Records" (such as inpatient and outpatient records).**

**Separate requests need to be filled out if you want the other categories of records (such as behavioral, gastrointestinal, etc.).**

**Please flip this page over for more details.**

**All Crozer Medical Records will be destroyed by March 2027.**



# HOW TO REQUEST YOUR CROZER MEDICAL RECORDS

1. Go to [Crozer.morganrecordsmanagement.com](https://Crozer.morganrecordsmanagement.com)
2. In the upper right-hand corner of the green banner, click **“Request My Records.”**
3. Scroll down to **“Request by Department”** and select **“General Medical Records.”**
4. Select the state the medical practice is located in: **Pennsylvania.**
5. Select medical practice: **Crozer - General Medical Records**
6. Scroll down to **‘Patient Information.’**
7. Enter your **full name, date of birth, phone number, and email address.**
8. At the bottom-right, select the blue button: **“Save and Next.”**
9. Select the reason for the request: *changing doctors or personal interest.*
10. Scroll down for the verification method: either your **Social Security Number (SSN)** or an image of your **Government ID.**
11. At the bottom-right, select the blue button: **“Save and Next.”**
12. *Delivery Options Page:* Select **“Secure HIPAA Electronic Transfer \$0.”**
13. Contact Information: **Input your email address twice.**
14. At the bottom-right, select the blue button: **“Save and Next.”**
15. *On the Confirmation & Authorization Page:* review **ALL** information to ensure it’s correct.
16. **Sign** your name in the white space provided with the mouse.
17. At the bottom-right, select the blue button: **“Continue.”**
18. On the *Submit Your Request* page: scroll down and check the box **“Submit Request Now.”**
19. At the bottom-right, select the blue button: **“Submit Request.”**
20. Completed: Submission Status Box pops up, displays your ticket ID number, and directs you to a thank-you page. **Write down your ticket ID number.**

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