

# Release of Information | Medical Record Request

## Frequently Asked Question

1. Is there a fee for patients to receive their own medical records?
  - There is no fee for patients to receive their own medical records.
2. What are your telephone hours of operation?
  - We are open Monday through Friday from 8 am – 4:30 pm at (310) 825-6021
3. How can I submit my request for medical records?
  - **MyChart** – Patient portal
  - **Email** – [ROI@mednet.ucla.edu](mailto:ROI@mednet.ucla.edu)
  - **Fax** – (310) 983 – 1468
  - **Mail** – UCLA HIMS Release of Information, 10833 LeConte Ave, BH 902, Los Angeles, CA 90095
4. How long does it take to fulfill my request for medical records?
  - Requests are processed within 15 business days of receipt.
5. Will you fax the copies to my home or business?
  - No, due to confidentiality reasons we cannot fax to home or business (work) fax numbers.
6. Can anyone other than me **request** or receive copies of my medical records?
  - Yes, only if the person signing on behalf of the patient has provided legal documentation (i.e. Advance Directive/Power of Attorney) stating that the person making the request is authorized to request and receive the patient’s medical records.
7. How can patients obtain a copy of x-ray film?
  - Contact the Westwood Radiology Film Library Department at (310) 825-6425
  - Contact the Santa Monica Radiology Film Library Department at (424) 259-8111
8. How can I obtain a copy of my billing records/statements?
  - Contact the Hospital Billing Department at (310) 825-8021
  - Contact the Outpatient/Physician Billing Records at (310) 301-8860
9. How can I obtain a copy of my Jules Stein records?
  - Our office will be able to provide your Jules Stein records. However, if you are seeking images please contact Ophthalmology directly (310) 794-7446

10. How can I obtain a copy of my Dental records?

- Contact UCLA School of Dentistry (310) 825-3195
- <https://dentistry.ucla.edu/patient-care/patient-resources/dental-records>

11. How may I obtain records from UCLA Arthur Ashe Student Health and Wellness Center?

- Contact UCLA Arthur Ashe at (310) 825-4073
- <https://www.studenthealth.ucla.edu/contact/medical-records>

## **RELEASE OF INFORMATION for Non-Patient/Third Party Requestors**

12. Third Party Requestors (Legal, Insurance, Audits etc.)

- What forms of payment do you accept?
  - We accept payments via the “Pay Invoice” website  
<https://commerce.cashnet.com/42859PAY>
  - We accept checks and/or money orders by mail. Please make checks payable to UC REGENTS, and mail them to UCLA HIMS Release of Information, 10833 LeConte Ave, BH 902, Los Angeles, CA 90095