

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
 - **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 the Ophthalmology Call Center directly (310) 825-5000.

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