



Release of Information FAQ:

Q&A:

Q: How do I get a copy of my medical records?

A: You should contact the specific facility where the service was provided and ask them to provide you with a Release of Information Authorization form. Complete that form and submit it to the facility. (See below for contact information.)

Q: Can I get copies of my husband’s (or any other person’s) records?

A: You may obtain a copy of another person’s records only after that person has completed a Release of Information Authorization form, indicating you as the person the records can be released to.

Q: Is there a charge for the copies?

A: There may be a charge for the copies depending on the reason they are needed. This would need to be determined when you submit your request to the appropriate facility.

Q: How are the copies sent to me or do I have to pick them up?

A: Copies of records can be sent via US Mail or picked up at the appropriate facility. Faxing of records is not usually an option give the volume of paper and the lack of security on the receiving end.

Q: How long will it take to get a copy of my records?

A: Typically copies can be produced and provided within 30 days of the request. There are some exceptions to this time table however. A record that is still incomplete (physician documentation pending), a record that is still pending results or an issue with the authorization may cause delays.

Q: Who can pick up my charts if I’m not able?

A: If you need another individual to pick up the copy of your records, you should record that person’s name in the “TO:” field on the authorization. That person may then pick up any copies AFTER producing a valid picture ID so that we can verify their identity.

Q: What number should I contact to request a copy of my medical records?

A:

University of Cincinnati Medical Center	513-584-0141
University of Cincinnati Medical Center Clinics	513-584-0141
West Chester Hospital	513-298-7750
West Chester Surgical Hospital	513-475-8300
West Chester Hospital Clinics	513-298-7750
West Chester Sleep Lab	513-298-7750
Daniel Drake Center	513-418-2666
My UC Physician	Contact the physician’s office

The patient is the only person that can authorize the release of their records except where a durable power of attorney for healthcare exists, in the case of a minor child and in some other special cases.