

Requesting Medical Records



How do I get a copy of my medical records?

Choose from **one** of the options below:



- Use our online tool to submit your request (preferred).
 - Go to chla.org and type in "request medical records."
 - If you want help filling out the request, visit Window 5 in Admitting for help.
 - To get a link to our online tool sent to your mobile phone or tablet, please dial (323) 361-2381 and press 1.
- Scan the QR code with your phone, and it will take you to the website where you can find the online tool.
 - If you need help filling out the form, please call us at (323) 361-2381.
- Use the attached form to request copies of medical records.
 - Email us the form to ROI@chla.usc.edu
 - Please send a copy of your identification (ID).
 - We need your identification (driver's license, state ID, passport) so that we know we are sending them to the correct person.

If you need access or help with using a computer, fax, phone, or printer, you may visit the Helen and Bill Close **Family Resource Center**.

- It is on the first floor of the main entrance of the hospital (Anderson Pavilion), between the Guest Services Main Lobby & the HBO café.
- Call (323) 361-7698 if you have any questions.

What are your hours of operation?

- Monday to Friday, 8 a.m. to 4 p.m.

Do you charge for medical records?

- If the records are for the patient/guardian and/or to continue treatment, we do not charge. There may be a fee for other reasons.

How long does it take to get my records?

- We complete a request in about 15 days from the day you submit it.
- The request may take longer to complete if the record has any confidential information (this is private information that the hospital cannot share). We will send a letter to you to explain the delay if this happens.

What if I need my records sooner than 15 days?

- We can rush requests in some cases.

Health Information Management

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- The Health Information Management (HIM) Department will decide if they can send the records sooner.

How will I get my records?

- You can only choose **one** from the following options on the form:
 - paper record
 - CD (Compact Disc)
 - USB flash drive (Universal Serial Bus) – a type of device that stores information that you can plug into a computer and view it
 - email copy



If you choose to have a paper record, CD or a flash drive mailed to you:

- It may take up to 15 days for you to receive the records.
- If you choose paper records and there are over 40 pages:
 - We will contact you to decide if you want to get them in CD or flash drive instead of paper.

If you choose email:

- This option is the quickest and safest way to receive your records.
- When you get the email with your records, it will include instructions on how to access them.
- You can only view the records sent through email for 14 days after the date they were sent.
- If you wish to save the records forever, please save the file to your computer, tablet, or flash drive.
- If you do not save the attachment within 14 days, you will have to submit a new request for records and wait again.
- If you cannot access the e-mail from a mobile phone or tablet, please try to access it from a computer.

What information will be in the “clinically relevant pertinent information?”

- “Clinically relevant pertinent information” includes any documents that describe:
 - medical conditions
 - test results
 - the medical provider’s treatments and recommendations
 - history and physical reports
 - operative reports
 - discharge summaries
 - consults and referrals
 - outpatient provider notes
 - laboratory results
 - pathology reports
 - radiology reports
- All reports will be information from the last two (2) years of visits

If you have any questions about how to fill out and turn in the authorization form, **please call (323) 361-2381**, and a member of the **Health Information Management Team** will help you.

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