

# Patient FAQs Sheet for Requesting Medical Records, Statements and Forms

## How do I obtain a Release of Information authorization form?

- You can download the Release of Information (ROI) authorization form/s online at [www.va.gov/forms](http://www.va.gov/forms)
  - To request your medical records for yourself, please complete; [VA Form 10-5345a, "Individuals' Request for a Copy of Their Own Health Information"](#)
  - To request medical records to be sent to a third party, please complete; [VA Form 10-5345, "Request for and Authorization to Release Medical Records or Health Information"](#)
- You can also obtain the authorization forms during a scheduled appointment at a ROI location:
  - 3350 La Jolla Village Drive; San Diego, CA 92161; Room 1589
  - 1300 Rancho Del Oro Drive; Oceanside, CA 92056; Main Entrance
  - 8810 Rio San Diego Drive; San Diego, CA 92108; 2<sup>nd</sup> Floor, Room 2000
  - 353 H Street; Chula Vista, CA 91910; 2<sup>nd</sup> Floor, First window on the right

## How do I submit a Release of Information(ROI) Authorization form?

- **By mail:** 3350 La Jolla Village Drive; Attn: HIM/Release of Information, San Diego, CA 92161
- **By Fax:** 858-642-6414
- **By Secure Messaging:** (premium account required)
  - Select in the drop-down menu: \*SD Release of Information (ROI)\$
- **By appointment: Call 858-642-3661, Option 5 to make an appointment**
  - 3350 La Jolla Village Drive; San Diego, CA 92161; Room 1589
  - 1300 Rancho Del Oro Drive; Oceanside, CA 92056; Main Entrance
  - 8810 Rio San Diego Drive; San Diego, CA 92108; 2<sup>nd</sup> Floor, Room 2000
  - 353 H Street; Chula Vista, CA 91910; 2<sup>nd</sup> Floor, First window on the right

## How long will it take to receive my Medical Records?

- If a valid request exists, Release of Information (ROI) will process the request within 20 business days. If it is anticipated that the request cannot be completed within the allotted timeframe, you will be notified in writing within the same 20 business days of the delay. This delay must not exceed 40 business days from receipt of the request.

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## What options are available to receive my medical records?

- You can download most medical records under the Health Records tab in the My HealthVet portal (premium account required). If you are unable to access your medical records through the Health Records tab and need to submit a request to ROI the following methods are available to receive your information:
  - By mail
  - Schedule a pickup at one of our ROI locations
  - My HealthVet Secure Messaging
    - Completed Forms
    - Completed Letters
    - Records not available through the Health Records tab (size limitations apply)
  - By secure email using Microsoft 365 application (size limitations apply)

## How do I obtain my Military Medical Records?

- Visit [National Archives](#) and complete and submit online application
  - For questions related to military medical record requests please call NPRC Customer Service Line at 314-801-0800
- Call or visit the Veteran's Benefits Administration
  - Address: 8810 Rio San Diego Drive; San Diego, CA 92108 or call 1-800-827-1000

## How do I request completion of Medical Statements and Forms in either electronic or paper format?

- **During a scheduled appointment:** VA or non-VA medical statements and forms brought in by the patient for completion by the provider in paper format can be completed and released without an authorization and provided to the patient directly (any forms requiring electronic submission must go through the ROI process). NOTE: Copies of the forms completed by the provider during the appointment will not be accepted by Health Information Management or scanned into the patient record.
- **Providers cannot complete Medical Statements and/or Forms outside of a scheduled appointment;** VA and non-VA Medical Statements and Forms, in either electronic or paper format will need to be referred to Release of Information (ROI) for processing and completion.
- **ALL 3<sup>rd</sup> party requests,** will need to be referred to Release of Information (ROI) for processing and completion, regardless of whether the patient has a scheduled appointment or not.

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Who can I contact if I have a question regarding issues with my medical statement or form that I am requesting my provider to complete?

- You can contact the Release of Information Line at 858-642-3661 or call 858-552-8585 and ask to speak to our Facility Privacy Officer.
- Send a Secure Message through the My HealthVet portal (premium account required).

How long will it take for my provider to complete a Medical Statement or Form that that I am requesting through Release of Information (ROI)?

- If a valid request exists, Release of Information (ROI) will process the request within 20 business days. If the request is not completed within 20 business days by the provider, you will be notified in writing to contact your provider for additional information