

Provider FAQs Sheet for Requesting Medical Records, Statements and Forms

How does a patient obtain a Release of information authorization form?

- Patients can download the Release of Information (ROI) authorization form/s online at www.va.gov/forms
 - Patients that want to request records for themselves, please have them complete the following: [VA Form 10-5345a, "Individuals' Request for a Copy of Their Own Health Information"](#)
 - Patients that want records sent to a third party, please have them complete the following: [VA Form 10-5345, "Request for and Authorization to Release Medical Records or Health Information"](#)
- Patients 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; 2nd Floor, Room 2000
 - 353 H Street; Chula Vista, CA 91910; 2nd Floor, First window on the right

How does a patient submit a Release of Information Authorization (ROI) 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; 2nd Floor, Room 2000
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How long will it take for a patient to receive their 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 for a patient to receive their medical records?

- Patients can download most medical records under the Health Records tab in the My HealtheVet portal (premium account required). If patient is unable to access their medical records through the Health Records tab and need to submit a request to ROI the following methods are available to receive the information:
 - By mail
 - Schedule a pickup at one of our ROI locations
 - My HealtheVet 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 does a patient obtain their 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

Can a provider complete a Medical Statement and/or Form 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 3rd 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.

Who can a provider contact if there are questions with completion of a Medical Statement or Form?

- 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.

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How long does a provider have to complete a Medical Statement or Form that has been routed by Release of Information?

- Once the Medical Statement or Form is routed by ROI, the provider should complete the request by the 5th business day. If this is not possible, the provider should notify ROI as soon as possible with the expected date of completion. ROI will follow up via email with the provider if the request is not completed within 10 business days.
- If the folder needs to be routed to another provider for completion, document on the coversheet and return to ROI for processing.