

Medical Records Frequently Asked Questions

1. How do I obtain my **medical records**?

Online:

- Access the UCLA Ashe Center website: www.studenthealth.ucla.edu
- Under Quick Links on the right hand side, click on “Request Medical Records”.
- Under Online Requests, you can request an “Authorization for Release of Medical/Billing Information Form – Electronic”.
- Current Students can submit the form online. Alumni may not have access online and would have to proceed by printing the paper authorization form.
- Fill out the Authorization Form to the best of your ability then submit the form. Please be specific about the requested documents.
- Once you have submitted the form, please allow 7 to 10 business days for us to process your request.

Paper Authorization Form:

- Access the UCLA Ashe Center website: www.studenthealth.ucla.edu
- Under Quick Links on the right hand side, click on “Request Medical Records”.
- Under In Person, Fax or Mail Requests, you can request an “Authorization for Release of Medical/Billing Information Form – Paper”.
- Download, print, complete and submit the form.
- Fill out the Authorization Form to the best of your ability then submit the form. Please be specific about the requested documents.
- Fax to (310) 206-8012 or mail the completed form to the address below. You may also complete the authorization form in person at our office located on the 4th Floor, Room 418 of the Ashe Center during business hours (Monday-Friday, 9:00 am-4:30 pm).

Mailing Address:

UCLA Ashe Center Medical Records Office
221 Westwood Plaza, Room 418
Los Angeles, CA 90095-1703

2. Do third parties and parents need authorization to access medical records?

- Yes, in compliance with patient confidentiality privacy laws, health information may not be released without a patient’s written authorization.
- A third party is an insurance company, an attorney, an outside provider, and anyone that is not referred to by Ashe.

- Both parents and third parties need prior authorization from the patient. (See above.)
3. How long does it take to receive my records?
- It usually takes about 7 to 10 business days to process.
 - For third parties, it will be processed once the payment is received.

4. How can I get a copy of my **immunization records**?

Online:

- Access the UCLA Ashe Center website: “www.studenthealth.ucla.edu”
- On the home page click on “Patient Sign In”.
- Use your UCLA login information to log in.
- Once you have logged in to account, click on the immunizations tab. You can view and print your current record of immunizations.
- If the online print out does not satisfy your needs or you need more details please feel free to submit an “Authorization for Release of Medical/Billing Information Form – Electronic.” You can also print out the “Authorization for Release of Medical/Billing Information Form – Paper” online and mail, fax, or deliver to our office.

5. How can I get a copy of my **itemized statement** (last 24 months)?

Online:

- Access the UCLA Ashe Center website: www.studenthealth.ucla.edu
- On the home page click on “Patient Sign In”.
- Use your UCLA login information to log in.
- Once you have logged in to account, click on the itemized statement tab. You can view and print your list of itemized statements within the last 24 months.
- If the online print out does not satisfy your needs or you need more details please feel free to submit an “Authorization for Release of Medical/Billing Information Form – Electronic.” You can also print out the “Authorization for Release of Medical/Billing Information Form – Paper” online and mail, fax, or deliver to our office.

6. How can I get a copy of my **lab results**?

Online:

- Access the UCLA Ashe Center website: www.studenthealth.ucla.edu
- On the home page click on “Patient Sign In”.

- Use your UCLA login information to log in.
- Once you have logged in to account, click on the medical records tab. You can view and print your list of lab results.
- If the online print out does not satisfy your needs or you need more details please feel free to submit an “Authorization for Release of Medical/Billing Information Form – Electronic.” You can also print out the “Authorization for Release of Medical/Billing Information Form – Paper” online and mail, fax, or deliver to our office.

7. Is there a fee to obtain my medical/immunization records?

- There is no fee for medical/immunization records to release to students
- There is a charge of \$15 for subpoenas or third party requests (See FAQ #2).

8. How can parent(s)/guardians stay in touch with patient’s healthcare?

- Patient can submit an “Authorization for Release of Medical/Billing Information Form – Electronic” for the following:
 - Copies of health records to be sent to parent.
 - Verbal communication between provider and parent about a particular health issue.
- To set up Third Party Access for student record and accounts, please visit the Parents & Family Programs website [here](#)
- Students can also grant parent(s)/guardian access to health information through the Patient Portal by editing the Authorized Representative under Profile.

9. How can I request an amendment to my medical record?

- Click, “Request to Amend Protected Health Information (PHI)” on the medical records website.
- Download, print, complete and submit the form.
- Fax to (310) 206-8012 or mail the completed form to the address below. You may also complete the authorization form in person at our office located on the 4th Floor, Room 418 of the Ashe Center during business hours (Monday-Friday, 9:00 am-4:30 pm).

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10. Where can I find my Counseling and Psychological Services (CAPS) records?

- The Ashe Center does not have access to counseling and psychiatry related medical records. Please contact CAPS directly at (310) 825-0678.

11. How can I contact Ashe Medical Records?

- Phone Number: (310) 825-4694
- Medical Records Office is located on the 4th Floor, Room 418 of the Ashe Center during business hours (Monday-Friday, 9:00 am-4:30 pm).