

# MEDICAL RECORDS REQUEST

As a patient of UAB Callahan Eye, it is your right to receive a copy of your medical record and/or request that your medical record be released to a third party.

**Please complete the form [Patient Access/Authorization for Use or Disclosure of Patient Information Form](#) and return it by any method below:**

## Mail:

UAB Callahan Eye Health Information Management  
Release of Information Office  
1720 University Boulevard  
Birmingham, AL 35233

**Fax:** 205-325-8682

## In Person\*:

Business Office Location and Hours  
1st Floor Health Information Management Department  
1720 University Boulevard  
Birmingham, AL 35233

Monday - Friday: 8 a.m. - 4 p.m.

\*This location is for drop-off and pickup only. Records will not be printed from this location. You will need to provide one form of picture identification such as a driver's license, state identification card, passport, or military identification card.

## Using the Patient Portal

Hospital Patient Portal: <https://www.cehportal.hs.uab.edu/>

Clinic Patient Portal: <https://login.intelichart.com/cehc>

## FREQUENTLY ASKED QUESTIONS

### Who do I contact when I have a question about my medical records?

UAB Callahan Eye Release of Information Department (Medical Records): 205-325-8390

### Who do I contact when I have additional questions about other records?

To request only Billing Records/Statements, please contact 205-325-8566.

To request only UAB Medicine records, please contact 205-930- 7724.

### Is there a cost for patients to receive their own medical records?

There is no cost for patients to receive their own medical records. There is also no cost for having medical records sent to another health care provider for continuity of care.

### How long does it take to process my request for medical records?

In accordance with HIPAA rules, we have 30 days to respond to your request. However, we strive to get the records out sooner. If you have requested that your records be mailed to you, please allow sufficient time for postal service delivery.

## **FREQUENTLY ASKED QUESTIONS (CONT.)**

### **How long are records maintained at UAB Callahan Eye?**

Our paper records retention policy is to maintain them for 10 years. After 10 years, paper records may not be available.

### **Can anyone other than the patient request or receive copies of their medical records?**

Yes, but only if the person signing on behalf of the patient has provided supporting documentation (i.e., Advance Directive/Healthcare Power of Attorney) stating the person making the request is authorized to request and receive the patient's medical records.

### **How do you request medical records for minors under 19 years of age?**

If the patient is a minor or is unable to provide consent, the signature of a parent, guardian, or other legal representative is required along with documentation indicating legal authority (if requested).

### **How do you obtain a copy of a deceased person's medical records?**

To request copies of medical records of a deceased patient, the request must be accompanied by authorization from the Executor, Executrix, Administrator of the Estate, or Personal Representative, along with documentation indicating legal authority. A death certificate might also be requested.

### **How do I correct my medical record if I believe the information is incomplete or inaccurate?**

If you believe the information documented within your record is incomplete or inaccurate, you have a right to submit a formal written amendment request. Once a formal request has been submitted, your provider may either approve or deny the request. For more information on requesting an amendment to your record, please contact the Compliance Department at 205-975-0585.