



### **Scope**

This policy applies to all UWS campus health center employees responsible for processing medical records requests, including, but not limited to, clinicians and office staff. Medical records include patient treatment notes, imaging and laboratory test results, prescription and medication history, billing and claims information, and any other record containing identifiable health information.

### **Purpose**

This policy ensures adherence to all applicable federal and state laws, statutes, and regulations regarding the release of patients' medical records to patients, other healthcare providers, third-party payers, and other authorized individuals.

### **Policy**

The UWS campus health center maintains all patient health records safely and confidentially. UWS campus health center employees respect the confidentiality of physician-patient communications, information obtained in the course of diagnosing and treating patients, and in all medical records. Patients have access to their own records through a copy, inspection, or a summary, in accordance with the law governing patients' access to their records. Health information may not be disclosed without the patient's written permission, except when the law allows for disclosure. Exceptions allow disclosure without authorization to:

- Internal office personnel involved with patient examination, treatment, and financial recordkeeping.
- Internal office personnel and third-party payers involved with third-party reimbursement.
- The university's auditor, attorney, and liability insurer operating under a business associate agreement.
- Practice administration personnel, when reviewing quality of care, including quality review staff.
- Law enforcement, with a subpoena signed by a judge.

The campus health center office does not provide medical records to anyone other than the parties noted above without written authorization from the patient or the patient's parent or guardian. Release of information contained in a patient's medical record is not released until signed written consent from the patient has been obtained.

The UWS campus health center is entitled to charge reasonable processing and copying fees in accordance with state law ([OAR 847-012-0000](#)). Copying fees are charged for records as noted in our procedures. Third-party requests for records greater than 50 printed pages are charged a flat rate of \$25 per request. The patient may obtain one copy of their record at no charge. However, additional requests within the calendar year are charged at the rate equal to third-party requests.

The UWS campus health center will not withhold the release of a patient's medical records due to any outstanding charges on the patient's account or inability to pay processing fees.



UNIVERSITY of  
**Western States**

Policies and Procedures

**Policy Number:**  
**1406**

**Date Established /  
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**Medical Records Request**

**06/10/2025**

**Related Policies:**

[Policy 1405 Records Maintenance](#)

**Policy 1406 Medical Records Request**

*Established: 06/10/2025*

*Revision History:*