

# How To Access Your Medical Records

Please follow the 3 steps below to request a copy of your medical records via mail, email, or fax:

## Step 1

Download and print the authorization form for Release of Health Information

Authorization for Use or Disclosure of Protected Health Information – [MH 602](#)  
Authorization for Use or Disclosure of Protected Health Information Arabic – [MH 602A](#)  
Authorization for Use or Disclosure of Protected Health Information Armenian – [MH 602AR](#)  
Authorization for Use or Disclosure of Protected Health Information Cantonese – [MH 602CAN](#)  
Authorization for Use or Disclosure of Protected Health Information Farsi- [MH 602F](#)  
Authorization for Use or Disclosure of Protected Health Information Khmer- [MH 602CAM](#)  
Authorization for Use or Disclosure of Protected Health Information Korean – [MH 602K](#)  
Authorization for Use or Disclosure of Protected Health Information Mandarin – [MH 602M](#)  
Authorization for Use or Disclosure of Protected Health Information Other Chinese – [MH 602OC](#)  
Authorization for Use or Disclosure of Protected Health Information Russian – [MH 602R](#)  
Authorization for Use or Disclosure of Protected Health Information Spanish – [MH 602S](#)  
Authorization for Use or Disclosure of Protected Health Information Tagalog – [MH 602T](#)  
Authorization for Use or Disclosure of Protected Health Information Vietnamese – [MH 602V](#)

## Step 2

Complete and sign the form in its entirety

***Please Note:** Electronic signatures are not accepted at this time*

## Step 3

Submit completed form via email, fax, or mail

Email – [DMHMedicalRecords@dmh.lacounty.gov](mailto:DMHMedicalRecords@dmh.lacounty.gov)

Fax – 213-652-1875

Mail - Health Information Management (Medical Records)  
510 South Vermont Ave, 17<sup>th</sup> floor  
Los Angeles, CA 90020

*\*Please see Frequently Asked Questions on page 2*

# How To Access Your Medical Records

## Frequently Asked Questions:

1. How long does it take to fulfill my request for medical records?

*Requests are processed within 15 business days of receipt*

2. Can you FAX the copies to my home or business?

*No, due to confidentiality reasons we cannot fax records to home or business fax numbers*

3. May my spouse ask for and get copies of my medical record?

*No. Another person may **not** receive copies of your medical record without a consent form authorizing Department of Mental Health, LA County to release copies to him or her.*

4. How long do you keep medical records?

*Adult medical records are kept for 10 years after discharge. The records of clients who were under 18 years of age at the time of service are kept until they've reached 25 years of age or 10 years after discharge, whichever is longer.*

5. How to request medical records of a deceased family member?

*Download and print the authorization form for Release of Health Information. Email, mail or fax the form with supporting documentations that shows that you have the authority to act on behalf of a deceased client or of the client's estate **and** were involved in the individual's care or payment for health care prior to the individual's death. Note, only protected health information (PHI) of the individual that is relevant to your involvement will be released unless doing so is inconsistent with any prior expressed preference of the individual that is known to the Department of Mental Health.*