

WHAT TO EXPECT WHEN REQUESTING YOUR MEDICAL RECORDS FROM CITY OF HOPE

At City of Hope®, we respect your right to access, review, or request corrections to your medical records. Our Health Information Management Services (HIMS) team is here to help you through the process while ensuring your privacy is protected under state and federal laws.

HOW TO REQUEST YOUR RECORDS

When you or your authorized representative request your medical records:

- You'll need to fill out an Authorization to Use and Disclose Protected Health Information form, specifying what you are requesting. If your form doesn't clearly specify what you need, a Release of Information (ROI) specialist will contact you for clarification.
- Once submitted, your request is logged and processed in the order it's received—unless there's an urgent need, in which case we will work together with you to accommodate the urgency.
- If your request is for a single lab result, imaging report, or clinic note, we can usually process it immediately. Larger requests will take more time as they go through a quality review process.
- Your request will be processed and delivered to you by the method you selected:
 - Mail
 - Fax
 - Secure email
 - MyCityofHope Portal

HOW LONG WILL IT TAKE?

Location & Phone	Type of Request	Timeframe
California (626) 218-2446	Copies of Records	Within 15 calendar days per CA regulation (average delivery 3–5 days)
	Inspect Records	Within 5 business days
Arizona (623) 207-3080 Illinois (847) 872-6321	All Requests	Within 30 days per regulation (up to 60 days with written notice) (average delivery 3–5 days)
Georgia (770) 400-6100	All Requests	Within 30 days per regulation (average delivery 3–5 days)

If more time is needed in Arizona or Illinois, we'll notify you in writing within 30 days, explaining the delay and when you can expect your records—no later than 60 days from your request.