

**How do I get a copy of my military records and what should I do if I've lost my DD214?**

If you have lost your DD214 or would like to obtain a copy of your military records, please visit this website: [www.archives.gov](http://www.archives.gov), or write to:

**National Personnel Records Center**  
Room 230  
9700 Page Blvd  
St. Louis, MO 63132

Please include your name at the time of military service, social security number, service number, the approximate dates of service and your branch of service.

Allow a minimum of 6 weeks for processing any military records request.

**How do I get a copy of outside records sent to the VA?**

See the Release of Information window located in Room E-104 or your clinic clerk. This information can also be directly requested from your provider.

If you wish us to mail out your request, we will need the full name, correct mailing address, and telephone number of the doctor's office or hospital.

**How do I get a questionnaire or non-VA form completed by my VA provider?**

Bring the form directly to your provider on your next visit. A written authorization form will be required prior to releasing this non-VA form or questionnaire.

If the information is needed prior to your next visit, please annotate on a separate piece of paper as much of the required information as possible to provide insight to the provider as to the exact information you are requesting and why, i.e. my disability started on this date for... or I can't work because of...

Your provider may see you for various medical conditions that may have no bearing on the completion of this form or questionnaire.

**How do I request Radiology films for my outside provider?**

You must submit a written request directly to Radiology with the complete provider's name and address.

**How do I get a copy of my VA medical records?**

Complete a written authorization at the Release of Information window in Room E-104 or mail the form directly to this office.

**What are the requirements of an authorization to release information?**

- A written request addressed directly to the VA Medical Center,
- Name and social security number of the individual to whom the information pertains,
- Name and address to where this information is to be sent,
- A description of the information to be disclosed, i.e. all progress notes for the past six months,
- The intended purpose of the requested information,
- An expiration date or event,
- Signed and dated by veteran or personal representative.

**How many copies can I get and what are the charges?**

Veterans are allotted one complete copy of their paper medical record. Duplicate requests for the same information are free for the first 100 pages, with a \$0.15 per page charge thereafter.

**Additional Fees:**

X-ray film:	\$3.50 each
Pathology Slide:	\$20.00 each
CD-ROM/Disks:	\$5.00 each
Video Tape:	\$10.00 each
Other Media:	Cost of producing

**How do I request an amendment to my medical record?**

You must submit a written request to:

# *Release of Information*

**Phoenix VA Health Care System**  
Privacy Act Officer (IS/HIMD)  
650 E. Indian School Road  
Phoenix, AZ 85012-1892

The patient has a right to request an amendment to his or her record if he or she believes the information to be inaccurate, incomplete, irrelevant, or untimely. The written request must state the reason for this belief and include the specific information, i.e. progress note dated January 1, 200X written by Dr. Smith. A copy of the document may also be submitted and is beneficial in processing your request.

Once the VA has received the written request, the chart will be reviewed and a determination made. You will receive a written response within 20 workdays from the date the request is received.

## *How do I request information for the Arizona Department of Social Security?*

This is done directly from their office upon your application.

## *How soon can I expect to receive my information once requested?*

VHA has approximately 20 workdays to complete a request unless a valid situation warrants a delay.

## *Quick Reference Guide to Release of Information*

Carl T. Hayden VAMC mailing address is:  
Department of Veteran Affairs  
ATTN: Release of Information  
650 E. Indian School Rd.  
Phoenix, AZ 85012

General Release of Information questions call:  
(602) 277-5551, extension 2619

Hours of Operation  
Monday through Friday  
8 a.m. until 4 p.m.  
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**A detailed notice of privacy practices can be obtained at the Release of Information counter.**

**Phoenix VA Health Care System**  
650 E. Indian School Road  
Phoenix, Arizona 85012-1892  
602-277-5551  
[www.phoenix.va.gov](http://www.phoenix.va.gov)  
*September 2008*