

Process for Obtaining Medical Records

We have a dedicated phone line for all requests for medical records.

Please call (940)-320-8157 to leave a voicemail requesting all medical records. The Medical Record's fax number is (940) 320-8030.

All requests for release of information for any patient whether they are inpatient or outpatient at UBH of Denton or NorthPointe Family Center are handled through the Medical Records Department on site at UBH of Denton.

All releases must be in writing and on a HIPAA-approved form. ([English form](#) and [Spanish form](#)). You may click on the link to print a copy and fax it to (940) 320-8030.

These forms are also available at the front desk or one can be obtain by leaving a request on the dedicated release of information line. (This form should not to be confused with the "Consent to Release Information" form that is filled out upon admittance that is kept in the patient's chart. That is NOT a valid release of information form for the purpose of releasing medical records.)

All requests are processed every TUESDAY. The only exceptions are **MEDICAL EMERGENCIES!**

If the records are being faxed or mailed for aftercare purposes (hospital, physician, mental health facility, etc.) patients are NOT charged.*

If you have questions that are not answered by the Release of Information line, please call Elizabeth Pratt, Director of Medical Records, at (940) 320-8139.

*Patient's requesting records for their own personal use will be charged a fee for this service. The fee is determined by the number of pages which are copied. Fees are governed by the Texas Department of State Health Services. We are not required to permit the examination, copying, or release of the information requested until the fee is paid unless there is a medical emergency.