



ATTENTION CUSTOMERS

Effective April 5th, the Release of Information office will reopen to the public. Please continue to request records electronically if you are able to do so.

Please read this handout which provides various options to request and receive your records electronically.

All records requests must accompany the form titled Request for Authorization of Protected Health Information or be requested through the patient's MyChart.

This form can be retrieved and digitally signed at www.denverhealth.org/patients-visitors/medical-records/

The following options are available to request/receive your medical records:

MyChart: If you have a MyChart account, you can request your medical records through MyChart. If you do not have an account, call us at 303.602.8000 and we can help set one up for you. On your smartphone, select "Release of Information" on the homepage and fill out the form. We can send your medical records to your MyChart account.

Email: Please submit your signed authorization to DH_HIM@dhha.org with a copy of your photo ID. A member of our customer service team may reach out to you with questions. We will send the records to you/requestor per requested output method as indicated on the authorization form. If you do not have a scanner, you may take a legible photo of your form.

Fax: Please fax your request to 303-602-8003, 303-602-8004, or 303-602-8007. Our customer service team can send records on your behalf to your provider without an authorization. Please have your provider fax request to the numbers above and we are happy to do this for you. 😊

Mail: You can mail your authorization to 301 West 6th Avenue, MC 0296, Denver, CO. 80204.

Contact Medical Records with Questions – Phone: 303.602.8000 8 AM to 4:30 PM M-F or by email at DH_HIM@dhha.org

Respectfully,

Release of Information/Customer Service Team

