



## HEALTH INFORMATION MANAGEMENT (HIM)

### FAQs: Requesting Medical Records (Immunizations) from LLU Center for Health Promotion for Student Health Service.

**1. Where can LLU departments and/or students obtain release of information authorization forms for requesting medical records?**

- Online at [www.lomalindahealth.org](http://www.lomalindahealth.org) > select For Patients & Visitors link and then select Medical Records under the Patient Information heading.
- By email – Individual requests (NO group requests) can be sent send to [medicalrecords@llu.edu](mailto:medicalrecords@llu.edu)
- In person at the following locations:

LLUH Health Information Management Locations	Department Hours
LLUAHSC Support Services Building (LLUAHSC 101) – Main location 101 East Redlands Blvd. Suite 1200 San Bernardino, CA 92408 PH: (909) 651-4191 Fax: (909) 651-4180	Monday - Thursday: 8AM – 5PM Friday: 8AM – 2PM
Faculty Medical Offices (FMO) 11370 Anderson Street, Suite 2000 Loma Linda, CA 92354	Monday - Thursday: 8AM – 5PM Friday: 8AM- 3:00PM
Professional Plaza (Pro Plaza) 25455 Barton Road, Suite 210A Loma Linda, CA 92354	Monday - Thursday: 8AM – 5PM Friday: 8AM – 2PM

- Each school can obtain forms from Printing Services (form 116-3009 (6-14)) or print online and have available for students.

**2. How can students request their immunization records?**

- After completing an authorization form, students may request records by email, in person at the above locations or by fax (909) 651-4180. If requested records are to be faxed to the appropriate entity, please include the fax number on the top section of the authorization under the To Whom/Inspect section (recipient). **Please note: If ALL sections are not completed the request will be considered INVALID** and will not be further processed. The requestor will be contacted by phone for clarification or by return mail.
- For **group** requests made by the school, please email the list to [MRIssuesRequests@llu.edu](mailto:MRIssuesRequests@llu.edu) for processing.
- For **“CHP Immunization records”** (please request by this designation to ensure appropriate records are included) for student health services, the list below will be provided, if available. If additional records are needed, please indicate the specific records:
  - Pre-entrance form
  - All MMR titers (quantitative IgG antibody) and immunizations (usually series of 2)
  - All Td and/or Tdap immunizations
  - All PPD records, chest x-rays and signs and symptoms forms
  - All Hepatitis B titers (quantitative hepatitis B surface antibody) and immunizations (usually series of 3)
  - All Varicella titers (quantitative IgG antibody) and immunizations (usually series of 2)
  - Flu vaccination records

**3. Can immunization and/or lab records be accessed online via My LLU Health?**

- Immunizations received by the student or lab results posting to the medical record after **04/07/2015** can be accessed online via the student’s [www.mylluhealth.org](http://www.mylluhealth.org) account. Medical records prior to this date need to be directed to LLUH HIM.

**4. How can students create a My LLU Health online account?**

- A user account can be created by calling a customer care representative at 1-(877)-558-0090 or LLUH HIM at (909) 651-4191 for an activation code to create a user name and passcode.
- My LLU Health users can securely access their health information with MyChart, a free mobile app for Apple\* and Android devices. **Please note** that you must first sign-up for a My LLU Health account using the full website before you can access your account through the MyChart app on your mobile device.

**5. What can LLU students/departments expect for turnaround times for requested immunization records?**

- *Routine requests:* will be processed within 5 business days, *In Person requests:* All efforts will be made to process while the student waits, *STAT requests:* Will be processed in real time, *Group requests:* Every attempt will be made to be completed by the identified timeline or before.