

How much time does the hospital or my doctor have to respond to my request to obtain copies of my records under HIPAA?

Under the HIPAA Privacy Rule, UConn Health must act on a patient's request for access no later than 30 calendar days after receipt of the request. If UConn Health is not able to act within this timeframe, we may have up to an additional 30 calendar days, as long as we provide the individual – within that initial 30-day period – with a written statement of the reasons for the delay and the date by which we will complete action on the request. See the HIPAA Privacy Rule 45 CFR 164.524(b)(2) and UConn Health's policy linked here:

https://health.uconn.edu/policies/wp-content/uploads/sites/28/2015/07/policy_2003_17b.pdf .

These timelines apply **regardless** of whether:

- UConn Health maintains the record or a business associate on behalf of UConn Health maintains it, or UConn Health uses a business associate to fulfill patient requests for access. The 30-day clock starts on the date that UConn Health receives a request for access, so any delay in obtaining the necessary information from a business associate or forwarding the request to the business associate for action “uses up” part of the allotted time.
- UConn Health negotiates with the individual on the format of the response. If we spend significant time before reaching agreement with a patient on the format of our response, we are depleting the 30 days allotted for the response by that amount of time.
- The PHI that is the subject of the request is old, archived, and/or not otherwise readily accessible.

Also, these timelines are outer limits, and it is expected that we should be able to respond to requests for access well before these outer limits are reached. However, in cases where UConn Health is aware that an access request may take close to these outer time limits to fulfill, we should provide the requested information in pieces as it becomes available, in order to be most responsive to the request, if the patient agrees.

Taken from content created by Office for Civil Rights (OCR) found at <https://www.hhs.gov/hipaa/for-professionals/faq/2050/how-timely-must-a-covered-entity-be/index.html>