I. 11.1.11 Charging for Copies of Health Records

Chapter 11 - Patient Privacy	Original Effective Date: April 2003
Section: 11.1 General and Oversight Policies	Date Last Reviewed: August 2026
Responsible Entity: Chief Compliance and Privacy Officer	Date Last Revised: August 2026

II. Purpose

To set forth requirements and reasonable fees for providing copies of health information as permitted by law.

III. Scope

This policy applies to all Workforce Members—including faculty, staff, students, healthcare providers, contractors, and researchers—who have direct or indirect access to Protected Health Information (PHI). This includes all PHI maintained by UT Health San Antonio (UTHSA) and its controlled affiliates, such as clinics, hospitals, and research facilities.

IV. Policy

UTHSA is permitted by law to charge a reasonable fee for providing copies of health information to UTHSA patients. Copies of records of other health care practitioners contained in UTHSA records may also be made and given to a requestor. Separate fees for medical and billing records requested may be charged.

UTHSA does not charge patients or their legally authorized representative, except for personal use (for example, copies to take to another health care provider); hospitals; other health care providers, such as nursing homes, physicians, dentists, home health agencies, or schools for continuity or coordination of care.

Health records are disclosed according to section 11.2 Uses and Disclosures of Protected Health Information in the *Institutional Handbook of Operating Policies* (IHOP).

There are specific rules that apply to charging for release of psychiatric records. The Department of Psychiatry should be contacted before releasing any psychiatric records.

A. Fees

1. UTHSA may request that a fee be paid prior to release of information for non-treatment or non-emergent purposes

2. UTHSA may charge the following reasonable fees for requested services:
    a. For copies of health information, no more than $25.00 for the first twenty pages and a $0.50 charge per page for every copy thereafter will be charged. In addition, a reasonable fee may include actual costs for mailing, shipping, or delivery.
    b. If an affidavit is requested, certifying the information as a true and correct copy of the records, up to $15.00 may be charged for completing the affidavit or deposition. If notary public services are requested for affidavits or deposition questions, a fee of $8.00 may be charged.
    c. For copies of radiology films or other static diagnostic imaging study, a fee of $8.00 per film will be charged. In addition, a reasonable fee may include actual costs for mailing, shipping, or delivery.

B. Who May be Charged
1. Attorneys, court reporters;
2. Insurance companies for reasons other than payment purposes, such as an individual applying for live insurance benefits or long-term disability;
3. Texas Rehabilitation Commission;
4. Social Security Administration; or,
5. Patients or their legal authorized representative for personal purposes.

V. Definitions

Terms used in this document have the meaning set forth in the Patient Privacy Policies Glossary *unless a different meaning is required by context.*

VI. Related References

For questions regarding this policy, contact the Privacy Program Director at 210-567-2014 or compliance@uthscsa.edu.

Texas Administrative Code Title 22 Part 9 Chapter 165 RULE §165.2

VII. Review and Approval History

The approving authority of this policy is the University Executive Committee.

Effective Date	Action Taken	Approved By	Approved Date
04/2003	Policy Origination		
03/2013	Policy Revision		
12/2015	Policy Revision		
01/2023	Policy Review	ICPO	01/04/2023
08/2026	Policy Review/Discretionary Edits	ICPO	08/24/2026