

REQUEST FOR MEDICAL RECORDS

On November 3, 2014 the Release of Information (ROI) office will be moving. The current walk up window will be closed. This will change how you can request copies of your medical information. The new process is easier and you won't have to wait in line.

We want to make sure that you can receive your records within the required 20-day timeframe. Here are some tips on how you can help the process be quick and efficient.

To request a copy of your medical records, you will need to:

1. Complete VA Form 10-5345a. You can get this form:
 - a. **On the internet:** www.va.gov/vaforms and search for 10-5345a.
 - b. In the Eligibility Office, 1A-164.

2. Please ensure your VA Form 10-5345a includes your signature, date, and contact information.
3. Place your completed form in the:
 - a. **ROI Drop Box** located on the wall outside of room 1A-162 **or**
 - b. **Mail to** Martinsburg VA Medical Center
ROI Office
510 Butler Avenue
Building 306-B
Martinsburg, WV 25405
 - c. **or Fax** 304-262-4896

You may also get copies of your personal health care record by using the My Healthe-Vet Blue Button feature located at: www.myhealth.va.gov.

If you have questions, please call Release of Information (ROI) toll free at 1-800-817-3807, ext. 3028, 3029, 3030 or 3032.

Thank you for your service. We look forward to serving you.



**RELEASE OF
INFORMATION**
(ROI)



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