



University of Houston-Downtown
Student Health Services
Medical Records

Revised May 18, 2026

Your medical records may include history, diagnoses, and/or treatment of drug, alcohol, or substance abuse, mental illness, genetic information, and/or communicable diseases. All information is considered confidential and will not be released without the patient's written consent, except as otherwise permitted or required by law. The Student Health Services retains medical records for 7 years after your last date of service.)

How to Access/Obtain Your Medical Records

1. [Gator Health Portal](#) current students only)
2. [Submit a Medical Records Request Form](#) –  may apply

What's Included in your Medical Records

- Progress Notes
- Procedure Notes
- Visit Discharge Summary Notes
- Referral Orders
- Student Health Services Medical Visit Notes
- Lab Results*
- Radiology Reports*

**Lab and radiology results will not be available in the portal until reviewed by your Student Health Services provider. Student Health Services staff will contact you promptly if urgent or emergent action is needed.*

What's Not Included in your Medical Records

Records **not generated within** the electronic health record (EHR) or the Gator Health Portal, including:

- Referral consultation records
- Records submitted to Student Health Services by students or outside providers
- Physically signed consent forms
- Electrocardiograms (EKGs) generated by the Student Health Services
- Consultation notes between the Student Health Services providers and external providers *(These must be requested separately.)*
- Psychiatry visit notes
- Provider-blocked notes *(In rare cases, notes may be blocked to prevent harm, protect safety, or for other exceptional circumstances.)*
- Miscellaneous notes completed during general processes that do not fall under formal clinical documentation

If you need access to any of the records listed above, they may be obtained by completing the instructions for requesting your medical records below.

Processing Times and Fees for Medical Records

If you are unable to access your medical records through the **Gator Health Portal**, you may request copies by completing an [Authorization for Release of Medical Records Form](#).

Important Requirements

- The form **must be printed, completed, and physically signed**.
- **Electronic or digital signatures are not accepted**.

Record Copy Request Fees & Processing Time

- A **fee** may apply to all record copy requests, regardless of how the request is submitted.
- **No fee** is charged when records are sent **directly to another healthcare facility**.
- **Additional fees** may apply for **third-party record requests**.

Payment Options (If Applicable)

- **Graduated or non-enrolled students:**
Checks and Money Orders accepted
- **Currently enrolled students:**
Fees will be charged directly to your **university financial account**.

Processing Time

- Once payment is received (if required), requests are processed within **2–15 business days**.
- Requests sent to another healthcare facility will be faxed whenever possible.
- Copies of large charts or records requested for personal use will be sent by mail or held for pick-up.
- Medical records cannot be emailed.
- Medical records are maintained for 7 years from the last date of service, after which they are destroyed.

How to Access Your Medical Records – Gator Health Portal

Students with an active Gator account can easily **view, download, and print** their medical records online.

Steps to Access Your Records

1. Go to the [Gator Health Portal Portal](#).
2. Log in using your Gator ID (gatorID@uhd.edu) and password.
3. Click on **Medical Records**.
4. Use the tabs to **sort and view reports**.
5. Click **View Report**.
6. Right-click to **Download** or **Print** the report.

How to Submit Your Medical Records Request

Print, complete, and physically sign an [Authorization for Release of Medical Records Form](#). Electronic/Digital signatures cannot be accepted. Choose **one** of the following submission options

In Person

- Submit the completed form at the **UHD Student Health Services front desk**.
- A **valid photo ID** is required at the time of submission.

By Mail

- Mail the completed form along with a **legible photocopy of a valid photo ID** to:
UHD Student Health Services
ATTN: Medical Records
One Main Street
Houston, Texas 77002-1001

By Fax

- Fax the completed form with a **legible photocopy of a valid photo ID** to the UHD Student Health Services at 713-223-7419.

Upload (Current Students Only)

- Upload the completed form in **PDF format** through the [Gator Health Portal](#) Select Messages
- Select FORMS UPLOAD: Medical Records Request
- Follow the instructions to upload your form

Due to privacy regulations, the UHD Student Health Services is unable to accept medical records requests by email.

Important Notice Regarding Social Security Numbers

Medical records generated **prior to January 2007** or obtained from **outside healthcare providers** may contain your Social Security number (SSN). If present, your SSN may be disclosed as part of your medical records.

Protecting Your Privacy in the Gator Health Portal

Sharing your Gator ID and password can compromise the privacy and security of your personal health information. If you are concerned that someone else may be accessing your Gator Health Portal, please consider the steps below.

Recommended Actions

- **Change your Gator Password immediately** to prevent further unauthorized access.
- **Verify that Duo is linked only to your personal device.** This ensures you receive alerts if someone attempts to use your credentials.
- **Use [Access UHD](#)** for individuals who need access to specific university records (such as billing or academic information). Delegates receive their own login credentials and **cannot access medical records.**
- **Have a conversation with anyone who knows your password** about the importance of protecting your privacy and personal health information.
- **Speak with your healthcare provider** if the steps above are not feasible. You may request that certain notes be blocked from portal view. These notes will remain available through a formal medical records request.

Protecting your login credentials helps ensure your health information remains private and secure.

Need Help?

If you have questions about obtaining your Student Health Services medical records, please call **713-221-8137 option 0** or email HealthServices@uhd.edu

RELATED LINKS

- [Cost of Services](#)
- [Authorization for Release of Medical](#)

Submission Instructions:

IN-PERSON: Submit the completed form at the UHD Student Health Services front desk. A valid picture ID must be presented at the time of submission.

MAIL: Submit the completed form by mail with a legible copy of your driver's license to UHD Student Health Services.

FAX: Submit the completed form by fax to the UHD Student Health Services with a legible copy of your driver's license.

UPLOAD: Submit the completed form in PDF format through our Gator Health Portal

[Gator Health Portal](#). *Currently enrolled students only.*

1. Select Messages
2. Select FORMS UPLOAD: Medical Records Request
3. Follow the instructions to upload your form

Due to privacy regulations, we are unable to accept submissions by email.

The UHD Student Health Services will process an authorized request for medical records within approximately seven to fifteen business days after the receipt of a valid request.

- Requests to send records to another healthcare facility will be faxed as soon as reasonably possible.
- Copies of large charts or records requests for personal use will be sent by mail or held for pick up.
- Records cannot be emailed.

Medical records are destroyed 7 years after the last date of service.