



# JOHN F. KENNEDY UNIVERSITY

Office of Clinical Training | College of Psychology

100 Ellinwood Way, Pleasant Hill, CA 94523 | (925) 969-3444

## CLIENT GUIDE FOR REQUESTING RECORDS

As a former therapy client, you have a right to request access to your psychotherapy records. If you would like to do so, please complete to following steps. Please read all instructions carefully and fill out forms in their entirety. Any missing required information may slow down our processing time and/or ability fulfill your request.

### Instructions:

1. Fill out the *Request for Records* form as thoroughly as possible
  - Please note that we are unable to respond to any requests that do not include a working telephone number where we can reach you.
2. To ensure confidentiality and to verify your identify, we request that you **include a copy of your government-issued photo ID** with your request.
3. If you are requesting that your records be sent to a third party, you will also need to fill out an *Authorization for Release of Confidential Information* in order to legally authorize us to release your records.
  - Please be sure to include what information you want shared and the reason you would like this information shared.

Send all required forms above to:

John F. Kennedy University - Office of Clinical Training  
ATTN: Records Request  
100 Ellinwood Way  
Pleasant Hill, CA 94523

### Important information:

- Please be advised that this is the process for requesting an *individual* client record. If you were seen as part of a couple or a family, each member of the family who participated in treatment will need to follow the same steps.
- To adhere to confidentiality standards, we are unable to respond to any client requests via email.
- Once we received your written request, someone from our office will call you at the number you provide to acknowledge receipt of the request and ask any necessary follow up questions.
- If you have any questions regarding this form or the records request process, please contact the Office of Clinical Training at (925) 969-3444.