Pharmacy Record Requests

For Our Patients:

Here are two ways to request your own pharmacy records (protected health information):

1. Go to your pharmacy and ask for a printout (pharmacies have access to 3 years' records, only).

2. To obtain older records, complete an authorization form (see link) and submit it to Raley's privacy office for processing (instructions on form). Be sure you complete all blanks and sign the form to avoid delays.

For Tax Purposes:

When one of our patients is unable to physically go to the pharmacy, a family member, friend, or caregiver may obtain a "Form G – Authorization for Tax Information" from the pharmacy staff for the patient to complete and sign (see link). Once the properly completed form is returned to the pharmacy, pharmacy staff may provide records for the prior tax year.

For All Other Requestors:

To request pharmacy records (protected health information) for one of our patients, please provide to Raley's privacy office an authorization signed by the patient that complies with federal and state regulations. Raley's form of authorization is available for your convenience (see link).

Requests may be sent via email (privacyoffice@raleys.com), via facsimile (916.371.1323), or via USPS (500 West Capitol Ave., West Sacramento, CA 95605).

Subpoena requests must be served on the registered agent for service of process. Please refer to the secretary of state's website for the agent's address.