



Texas Tech University Health Sciences Center El Paso Ambulatory Clinic Policy

Policy Medical Records Access for Research Purposes	Policy #: EP 5.3
Effective Date: 12/2011	Last Revision Date: 12/2025
References:	
TTUHSC El Paso Ambulatory Clinic Policies and Procedures Website: https://ttuhscep.edu/opp/default.aspx	

Policy Statement

It is the policy of Texas Tech Physicians of El Paso (TTP-EP Paso) to provide access to medical records for the purpose of conducting research. This procedure outlines the appropriate steps to be taken when requesting Medical Records for research purposes after IRB approval has been granted.

Scope

This policy applies and will be distributed to all TTP-EP Clinics.

Procedure

Paper Records

- a. Person(s) authorized to conduct research must present a copy of the IRB approval letter to the TTUHSC El Paso Medical Records personnel when requesting access to medical records.
- b. Researcher will present a list of medical records needed for the research. If list is not present, the individual will be referred back to their department administrator so they can assist them in obtaining a list of the medical records.
- c. Medical Records personnel will pull all medical records for the research and place them in a designated area within the Medical Records Department. Once the records are ready for review Medical Records personnel will contact the researcher.
- d. Researchers will review data in a designated area in Medical Records between the office hours of 8:00 a.m.-5:00 p.m. Monday-Friday. Medical records must not be removed from the Medical Records Department.

Electronic Records



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As part of the ongoing process to ensure that TTUHSC El Paso has streamlined procedures in place for requesting and obtaining research data, the Office of Research has collaborated with Information Technology to establish a new process for data requests at TTUHSC El Paso.

Effective immediately, instead of having to pull data on their own, researchers will submit a SysAid ticket for all IRB approved requests of **TTUHSC El Paso data**, by following the steps outlined below:

- a. The requestor will submit a SysAid ticket using their Eraider login through the ‘I want Data Web App’ under the service catalogue in SysAid:
<https://awsscsw01.ttuhscc.edu/IWantData>
- b. The ticket will need to indicate that they are requesting data and for what purpose i.e. research
- c. For IRB approved protocols, attach the IRB approval letter, IRB application, data collection sheet, and master list
- d. Select the data sources and data fields; for IRB, the data fields are imported automatically from the data collection sheet and master list
- e. Choose output format i.e. csv, txt, other
- f. The SysAid ticket will be routed for review through appropriate IT channels and data owners
- g. The requestor will receive an update on their SysAid Ticket request and in the “I Want Data” web app notifying them that their data has been pulled
- h. Pulled data will be saved to a folder assigned to the researcher on the research server ELPRESRPO
- i. If the request and approvals identify additional users with access to the information, the users will also be granted access to the designated folder within the server
- j. In cases where not all of the data was available for a pull, researchers with approved EMR access will continue to have this available to access and to collect the missing data.

Please note: The process for requesting data externally, such as from affiliated hospitals or public use data files, has not changed.

This new process will also require the completion of a new training that covers a researcher’s responsibilities in handling, requesting, protecting, and destroying PHI data. The training will be available for request through Tech Training and will need to be completed as part of the required training to open a new iRIS account, for initial review approval, at the next continuing review or anniversary date of the protocol, or by 08/31/2025, whichever comes first.

If you have any questions related to the request process, please contact the Information Management Systems Department. For all other research related questions, please contact the ELPASOIRB@ttuhsc.edu.



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This process is posted under FAQ: [Frequently Asked Questions - General | Texas Tech Health El Paso](#)

Review Date: Odd year

Revision Date: 12/2011, 06/2019, 12/2025