



Medical Records Policy

FEES

Effective 01/01/2026, the following fees apply to medical records requests:

- \$10.00 search and retrieval fee plus
- \$0.50 per page for up to 50 pages
- \$0.25 per page for each additional page over 50

DOCUMENTATION OF REQUESTS

All medical records requests must be documented.

a. Email request:

Patients may email a request specifying where the records should be sent, which records are being requested, and personal information for verification (name, address, date of birth). A copy of the request must be placed in the patient's chart.

b. Medical Records Request Form:

Patients must complete the medical records request form, which will be scanned into the patient's chart. Per office policy, personal copies of medical records may not be emailed.

PROVIDING COPIES OF MEDICAL RECORDS

Patients requesting copies of medical records must be offered the following options in this order:

a. Fax to requesting provider (preferred and fastest option).

The request will be sent to the medical records department for completion.

b. Sent to the Patient Portal

c. Patient pick-up.

Patients must submit a request. Turnaround time is 5–7 days from the date of request. The request must be sent to medical records for completion.

d. Mail to patient (last option).

The request must be sent to medical records for completion.