

MEDICAL RECORDS REQUEST POLICY

Effective 10/16/2015

Our new medical records system allows you 24 hour access your medical records. You can view your recent visits, lab work and any other information. You can request, cancel or reschedule appointments, update insurance and contact information, request medication refills, update family and surgical histories, add any visits with other providers, as well as send private messages to the physician and office staff through the patient portal.

In the event you need your child's medical records, you are able to access those online at Yourhealthfile.com by logging into your child's account. *Those are available to you at no charge.* If you are requiring a hard copy of the records for yourself or another provider, there will be a **\$25.00 charge for the first 30 pages of records and **\$0.05** per page for anything over that amount. This fee is collected prior to record preparation. You will be notified when records are ready to be picked up. (If you require your records to be mailed, the postage will be assessed to you and paid prior to mailing.)**

Vaccine records are also available online in your child's patient portal. You will be given an updated vaccine record at every vaccine appointment and you can request one at *any* office visit at no charge. If you request a hard copy of this record outside of these visits, there is a \$10.00 charge.

PLEASE NOTE: If you were a patient of ours before 1/1/2014, you will need to let us know that you need your complete records. Any paper records before 1/1/2014 will be uploaded to your portal upon request.