Frequently Asked Questions

**HOW LONG SHOULD IT TAKE TO GET MY MEDICAL RECORD?**

Though we always try to promptly process all requests, it should be no later than 30 days after we as your health care provider receive your request, we must either:

- Let you see or give you a copy of your medical record *or*
- Tell you that we are denying your request for your record.

*Can it ever take longer?*

Yes. If your medical records are kept off site, we can take up to 60 days to respond to your request.

If we cannot respond in 30 days (or 60 days if your records are kept off site), we can get one 30-day extension. We must give you a written explanation for the delay and tell you the date they expect to respond. It should not take more than 90 days total to get a response to your request for your record.

*When does the 30-day time period begin?*

The 30 days does not start until we receive your request. If you mail your request, you should include some time for mail delivery when you compute the date you should receive your record.

*$ CAN MY PROVIDER CHARGE ME FOR COPYING MY MEDICAL RECORD*

Under Vermont law, health care providers may charge you either a flat fee of $5.00 or 50¢ per page, whichever is greater. Your provider must give you an itemized bill for the charges. Your provider can also charge you the actual cost of postage if you have the copies sent to you.

For more detailed information please follow the link to VT Statute Title 18, Chapter 221 *(18 V.S.A. § 9419. Charges for access to medical records)*

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For any questions/inquiries about possible charges or medical records released by Center for Health and Wellbeing please contact our Medical Records Office at 425 Pearl Street, Burlington VT 05401, phone# 802-656-3303, fax# 802-656-8001.