



Providing community-based Behavioral Health, Developmental Services and Substance Abuse Services
Serving Counties of Augusta & Highland and the Cities of Staunton & Waynesboro

Accessing Medical Records

Contact Information

- Walk-in/Pick up address: 85 Sangers Lane, Staunton VA
- Health Information Management Main Number: 540-213-7333

How to access Medical Records

Normal Business Days/Hours- Monday-Friday 8am-5pm

- Fax Requests to 540-887-3295

Overnight, Weekends or Holidays

- Emergencies Only

Provide request on letterhead, include the following:

- Your name and contact information
- Date/Time records are needed
- Patient Name and DOB
- Dates of Service at VCSB
- Document types needed
- Delivery and media preferences (see below)

Document Types Available:

- | | |
|--------------------------------|--------------------------------|
| • Alcohol and Drug Treatment | • Attendance/Referral |
| • Compliance Reports | • Discharge Summary |
| • Drug Screen Results | • Evaluations |
| • Lab Results | • Listing of Services Provided |
| • Financial/Income Information | • Account Balance |
| • Medication Summary | • Progress Notes |
| • Psychiatric Evaluations | • Psychiatric Treatment Notes |
| • Treatment Plan | • Treatment Plan Reviews |
| • VA Preadmission Screenings | • Other (please specify) |



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Media Preference:

- Paper
- Electronic

Delivery Preference:

- Walk-in/Pick-up
- Mail
- Fax (limited to 50 pages)
- Encrypted Email

Note- Certification of Records by the Custodian of Records is provided during normal business hours only.

Only HIM (Health Information Management) can provide Medical Records

Only HIM staff are authorized to provide medical records. While Adult Protective Services and Child Protective Services have the authority to get medical records related to cases they are investigating, the records must come from Health Information Management (HIM), the department that is usually referred to as "Medical Records". VCSB does this for two reasons:

1. We have the legal requirement to keep track of the protected health information we disclose. Processing and distributing through HIM allows us to do that.
2. VCSB will only legally certify medical records for court if they are distributed by HIM.

Please direct any questions to HIM Leadership.