

Copying Charges

How much can I charge for medical records in Virginia?

In Virginia, a healthcare provider may charge a reasonable fee to cover the costs incurred for supplies and labor involved in copying the requested information, postage when the individual requests that the information be mailed, and preparation of an explanation or summary of such information as agreed to by the individual. Va. Code § 32.1-127.1:03(J). It is recommended that a healthcare provider not charge his/her patients or their personal representatives for these costs. The party requesting the patient's records is responsible for reasonable costs of copying and mailing. However, this does not apply to records requested in order to make or complete an application for a disability benefits program. Payment of the cost may be requested by the physician prior to the record being furnished. However, do not withhold medical information for nonpayment of copying costs, especially if that information is needed to provide care and treatment to the patient. In addition, the record may not be "held hostage" for nonpayment of a medical bill.