Update to Medical Records Office Policy

Effective February 24, 2025 all medical records requested by patients for their own use will be subject to an office fee. We are implementing this office policy due to the amount of staff time required to copy the medical records, the rising costs of the paper and printer ink needed to print the records, and the high cost of postage.

The fees for medical records being sent directly to patients are:
- $0.50 per page (Pages 1-50)
- $0.25 per page (Pages 51+)
- $20.00 Search and Handling Fee
- First class postage costs based on document weight (if records are mailed)
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How Can I Avoid Paying for My Records?
1. All records faxed to another medical office (e.g.- a Primary Care Provider, another specialist) are always faxed free of charge.
2. You can log onto your ShenDerm Patient Portal and print your records at home free of charge.

*Office visit notes, chart notes, pathology reports and lab results will not appear in the ShenDerm Patient Portal until your ShenDerm provider has signed off on them.

How Do I Log Onto My Patient Portal and Find My Records?
For detailed instructions on how to access your ShenDerm Patient Portal and locate your medical records, please contact any ShenDerm Front Desk staff member or call our Medical Records Department at 540-885-4500, ext 22123.