



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
- Patient Portal clientportal@vcsb.org



How to access Medical Records

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

- Fax Requests to 540-887-3295
- Use Patient Portal after registration

Overnight, Weekends or Holidays

- Records available in Emergencies Only

When providing your request in writing please include the following:

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

* You will not automatically have access to your teen's record at Valley CSB. You will need your teen's consent to access records in 4 protected categories. Va. Code 54.1-2969

Indicate what form of records you need:

- Paper
- Electronic

Delivery Preference:

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



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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 VCSB's 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 at 540-213-7333