

**FSVC Medical Records Policy**  
Modified 01/30/2023

Obtaining your pet's medical records from your previous veterinarian is essential for the continuity of patient care. Therefore, we will not see a patient unless we are given permission to contact the previous veterinarian for medical records.

When we receive a request to send your pet's medical records to another veterinarian then Five Star Veterinary Center reserves the right to charge a reasonable fee for producing copies of medical records. Factors that influence the cost include the number of pages, cost of staff time, courier or postage costs and the cost of any other related items. It takes approximately 24hrs for records to be fully processed from exam date.

Failure to pay the fee will result in only the relevant medical information to be provided verbally or in the form of a written summary rather than by a complete copy of the entire record.