

HealthSource Patient Request

Improves the Patient Experience by
Simplifying Medical Records Requests

Provide your patients with an easier way to request their medical records with HealthSource Patient Request. This online request process streamlines the way patients request their medical records and reduces the manual work and time spent handling these requests.

- Full customization and easy implementation without changing your current request form (including Spanish forms)
- ID verification ensures records are being sent to the right person
- Mobile-friendly process allows patients to access requests on their smartphones
- Guidance for patients as they complete the request form reduces errors, confusion, and unnecessary follow up
- Records are delivered electronically, via online pickup, or can be mailed
- Comprehensive reporting dashboard provides visibility into request volume and data

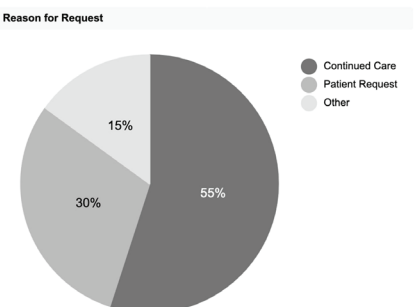
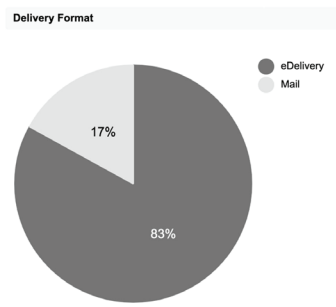
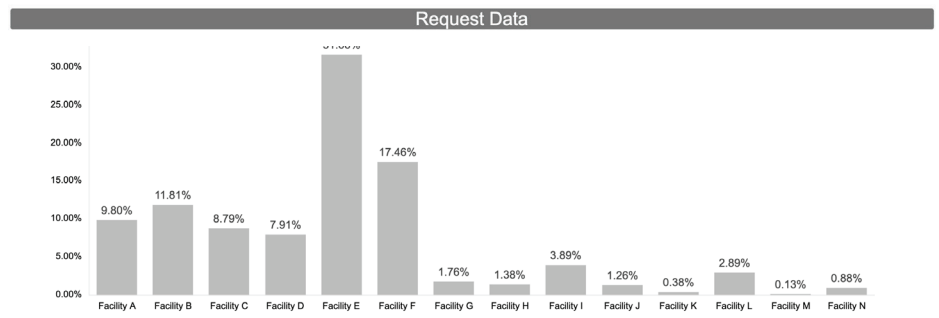
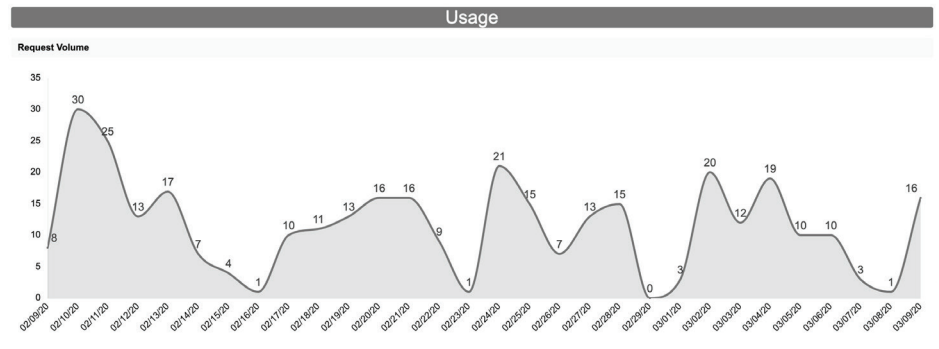
The image displays three sequential screenshots of the HealthSource Patient Request web application interface:

- Left Screenshot:** The landing page for Demo General Hospital. It features the hospital logo, the title "Request health records from Demo General Hospital.", a note about using a recent browser version, a green "Ok, Let's Go!" button, and a "Select Language" dropdown menu.
- Middle Screenshot:** A selection screen titled "Which types of records would you like?" with a sub-note "(check any that apply)". It lists various record types with checkboxes: Abstract Summary (checked and marked "Recommended"), Admission Sheet, Itemized Billing Statements, Consultation, Continuity Care Document, Discharge Summary, and Cardiology W/EKG Report.
- Right Screenshot:** A review and sign-off page titled "Patient Request for Health Information". It shows a progress indicator "1 / 2" and a header "Almost done! Review and sign when ready. (Edit Request)". The form includes patient information fields (First Name: My, Middle Initial, Last Name: Patient, Date of Birth, Contact Phone, Contact Email, Street Address, City, State, Zip) and a section for selecting information types. The "Abstract Summary" checkbox is checked. A green button at the bottom says "All finished reviewing? Sign request".

HealthSource Patient Request Dashboard

The reporting dashboard offers real-time user feedback and data on the requests coming through HealthSource Patient Request.

- Requests At-a-Glance – Requests Today, Last 30 Days, Total Requests, Feedback
- Usage – Request Volume, Busiest Day, Busiest Hour, After Hours Requests
- Accessibility – Breakdowns of Desktop vs. Mobile, Submission Device, and User Ages
- Request Data – Volume by Facility, Delivery Format, Record Types, Reason for Request



Among patients who have used it, HealthSource Patient Request boasts a nearly 100% approval rating.

"I wasn't sure I could do this (I'm 69), but it was very easy to follow the steps."

"Very simple to fill out within a short period of time."

Ciox is the nation's premier clinical data exchange, connecting healthcare decision makers to clinical data and insight.

