

HealthPortConnect is a Web-based portal that provides secure, fast and convenient access to medical records. HealthPortConnect technology allows you to quickly track, view, download, print, deliver and verify the status of your requests. Requests processed by us are easily accessible in days versus weeks, enabling you to focus on what matters most, efficient and effective patient care.

HealthPortConnect for Providers - Benefits

- Free membership
- · Instant email notification of document availability
- Quick delivery of processed requests
- Free short-term storage
- Unlimited access to electronically stored documents
- No software installation or additional hardware needed
- View documents online, and print or securely store them electronically
- Eliminate postage costs
- Increase patient satisfaction

HIPAA compliance? No problem.

HealthPortConnect meets or exceeds HIPAA security guidelines by using SSL 128-BIT encryption and controlled access via user ID numbers and passwords.

Getting started is quick and easy

Simply complete and fax back the new user sign-up sheet to the number indicated. You will be notified via email when your account has been activated. Your notification will include your unique user ID and password.

HealthPortConnect and HealthPort Release of Information technology make fulfilling medical records requests fast, secure and convenient!

HealthPort®

Using HealthPortConnect

Locating your requests

Once your account is setup for email notification, the system will automatically send you an email when each request is delivered. Your account administrator can enable/disable email notifications or make changes.

Prepared document notification

Once you have logged in to your account, your requests will be displayed in *View My Requests*. The default view will display all requests for the past 90 days. You can also view a snapshot of your account's last 90 days of activity in the *My Requests Summary* area. In addition, you can locate a specific request by using either the *Search By* or *Timeframe* options.

Multiple users

Multiple users can be assigned to the account and any user associated can access the site and view requests with their own unique username and password. A designated administrator will be assigned to the account for each facility and is responsible for managing the account and its users. Newly requested users may not see their requests for approximately two hours after completing the registration process.

HealthPort Customer Service

800.367.1500 option #4

Request availability

Once a request has been scanned and transmitted to us for processing, the request will display in HealthPortConnect as *In Process*. This informs you that your request has been processed securely and transmitted to our automated ROI processing center. Upon accessing your requests, you have the option to download, view, print or delete them.

If your documents are not available on HealthPortConnect it may be due to various reasons including facility requirements, illegible documents, site certification required, and/or STAT requests. Your documents will be automatically mailed to you through the US Postal Service in all of these cases. If you have any questions about documents not received, feel free to contact one of our customer service representatives at 800.367.1500, option #4.

Password management

If you forget your password, simply go to the login screen and click on *Forget Your Password*? You will need to enter your username and then correctly answer your security question. The system will automatically generate a new password and send it to the email address associated with your account.

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