You have requested an electronic copy of your medical records. HealthPort will, under agreement with this healthcare provider, facilitate the release of your records based on your authorized request.

You will receive an email from HealthPort, at the email address you have provided, that will include detailed instructions on how to access your electronic records via a secure web portal. Once you have received the email notification from HealthPort, the medical record will be available via the web portal for 30 days. If the record is not accessed during that timeframe, it will be deleted from the portal. If you need the record after that time, you must resubmit your request to the healthcare facility.

To access the record electronically your computer must meet or exceed these requirements:

- Windows or Mac platform
- Pentium 3 or Mac G3 or higher
- At least 128 MB of RAM
- Internet Explorer 6.0 or 7.0 with 128-bit encryption pack or Netscape 4.77
- At least 56K modem; however, DSL or T1 line is recommended
- Adobe Reader (latest version available free from www.adobe.com)
- 200 dpi (or higher) printer (for printing records)

Payment regulations vary from state to state, therefore, depending on the location of the medical facility that you requested the records from, there may be a charge associated with this service. If that is the case, you may receive an invoice from HealthPort along with the medical record.

If you have any questions or to check on the status of the medical record, please call us directly at (800) 367-1500, #4.

Kind regards,
HealthPort