





Dear Patient,

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.

In order to receive your medical records electronically, please fill out the form titled: [Electronic Record Delivery Request](#). Please ensure you complete and sign the bottom of this form and submit with the respective [FOI Patient Authorization to Disclose Health Information Form](#). Both forms need to be completed and signed to properly process your request. You may submit your completed forms in person or fax them to: **813-558-6001**.

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. [This is evidenced by a "donotreply" e-mail notification sent by Healthport. We have provided an example of this e-mail in your packet of information so you are aware of what to expect.](#) 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](http://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

**From:** donotreply  
**Sent:** Friday, January 29, 2010 2:31 PM  
**To:**  
**Subject:** Medical information requested from

The medical information requested for \_\_\_\_\_ is now available for viewing.

Click [here](#) to access the medical information login screen or copy and paste this URL into your browser window: <https://www.healthportconnect.com/edelivery>

Once you have accessed the login screen, you will be prompted to enter the following HealthPort invoice number and patient identifier:

1. HealthPort invoice number is:
2. Patient Identifier:

After you have successfully logged in, you have access to the following documents and functionality:

- Invoice from HealthPort, showing any outstanding fees owed for the production of medical records
- The ability to pay invoices electronically
- A copy of the patient authorization/request for medical records
- Medical records
- The ability to view, print & save your medical records

Records will be available for you to access online for the next 30 days. You will need Adobe Acrobat Reader to do so. If you do not have Adobe Reader, click here to download the file <http://get.adobe.com/reader/>.

If you believe you have received this email in error, please contact us at: [eDelivery@HealthPort.com](mailto:eDelivery@HealthPort.com) and use subject: eDelivery Error.

[donotreply@healthport.com](mailto:donotreply@healthport.com)  
[www.Healthport.com](http://www.Healthport.com)



CONFIDENTIALITY NOTICE: The information in this e-mail message, and any attachment, is intended for the sole use of the individual and entity to whom it is addressed. This information may be privileged, confidential, and protected from disclosure. If you are not the intended recipient you are hereby notified that you have received this communication in error and that any review, disclosure, dissemination, distribution or copying of it, or its contents, is strictly prohibited. If you think that you have received this e-mail message in error please e-mail the sender and destroy all copies of this communication and any attachments. Thank you.