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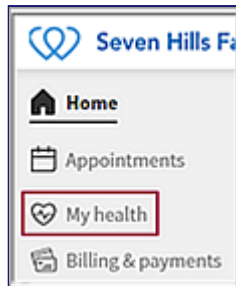
Quick Reference — To view, download, and transmit health records from the Patient Portal or the Patient Information Center

athenaCommunicator

Patients can view, download, and transmit their health records from the [Patient Portal](#) or the [Patient Information Center](#). A patient can send the health record using [Direct Messaging](#), a secure, encrypted method for transmitting health information, or using regular email, which is not encrypted.

Note: To use [Direct Messaging](#), the patient may need to phone the receiving provider to find out that provider's Direct email address (these addresses contain "@direct" in the address).

1. Log on to the the [Patient Portal](#) or [Patient Information Center](#).
2. Click **My health** on the left side of the page.



3. On the My Health page, click the **Health Records** tab.



The Health Records page appears.

4. Specify the dates of service for the health information that you want to view, download, or send.
 - o **All time** — The default option displays your entire health record.
 - o **Single date** — Specify the date for the information, for example, the date of your last physical exam.
 - o **Custom date range** — Specify the **From** date and the **To** date to display health information from the dates of service in that time range.

5. Specify the type of document that you want to view, download, or send (for more information about the CCDA and CCD document types, see [Summary of Care Record/Continuity of Care Document](#)).
 - **Consolidated Clinical Summary (CCDA)** — Select this option to capture your complete health record.
Note: If your organization has separate [chart groups](#) — for example, one chart group for behavioral health and another chart group for all other medical care — a CCDA document is downloaded for each chart group when the patient selects this option.
 - **Encounter Clinical Summary (CCD)** — Select this option to create a [continuity of care document](#). The CCD provides a snapshot of your medical history based on visits, including information critical to continuing care.
 - **Referral Notes** — Select this option to send the notes created when your provider referred you to the receiving provider.
 - **Discharge Summaries** — Select this option to send medication information pertaining to your hospital visit and care after discharge.
Note: This option appears only if you use athenaOne for Hospitals & Health Systems.

View, download, or transfer the file

6. If you selected the **Consolidated Clinical Summary (CCDA)** option as the file format, you can click [Show Preview](#) to display the health record. Click [Hide Preview](#) to remove the display.
7. To download your health record, click the [Download](#) button.
A .zip file containing your health record is downloaded to your computer.
8. To send your health record using email:
 - a. Click the Send via Email tab.
The tab displays a warning about sending sensitive information via unencrypted email.
Important: Make certain that the email address is correct! After you send the email, you cannot cancel or recover it.
 - b. **Email** — Enter the provider's email address in the field.
 - c. **Confirm email** — Enter the provider's email address again in this field.
 - d. Click the [Send](#) button.
The email recipient receives a one-time-use link to the health record.
9. To send your health record using [Direct Messaging](#):
 - a. Click the Send via Direct Address tab.
 - b. **Direct Address** — Enter the provider's Direct address in the field.
Note: If you do not know the provider's Direct address, contact the provider (these addresses contain "@direct" in the address).
 - c. Click the [Send](#) button.

If the receiving provider uses athenaClinicals, athenaNet classifies the CCDA document as a clinical document (ClinicalDocument_CCDA) and routes it to the [Clinical Inbox](#).

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