

# Smart Request

## Medical Records Retrieval



### Request

Use the online portal to request medical records.

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### Track

Track the status of your request in real time.

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### Pay

Pay for retrieval services in the online portal.

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### Retrieve

Download and view records from the portal at your convenience.

Smart Request allows you to easily **Request, Track, Retrieve and Pay** for patient-authorized medical records from Ciox partner facilities – all from one online portal.

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### Benefits of Smart Request

- ✔ Saves time by offering all services in one online portal
- ✔ Ensures quality and security (multi-factor authentication)
- ✔ No software installations or hardware needed
- ✔ Request digitally from the nation's largest release of information company

# Smart Request

## Medical Records Retrieval

**START**



Request in Smart Request



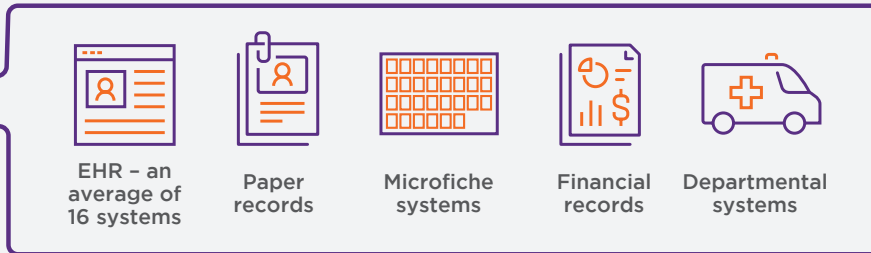
Facility receives request



Request is validated



Record is sourced



Request sent to Smart Request



Customer retrieves record

**FINISH!**