



# CHARTFAST

## PATIENT RECORD REQUEST

The ChartFast platform allows you to manage requests for your medical records with the click of a button!

To make a request for new records:

1. Go to **www.chartfast.com** and click the green **"Request Your Records"** button, which will take you into the ChartFast platform login screen



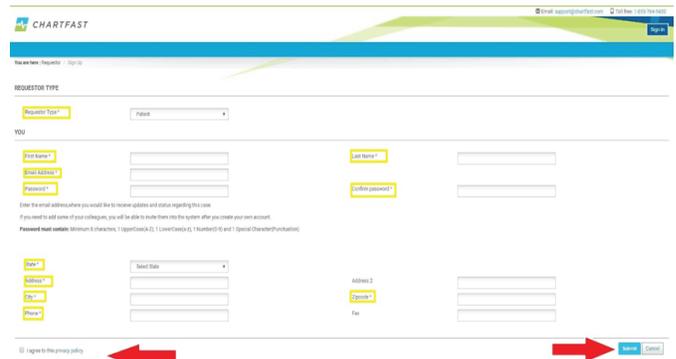
2. Under **"New Requestor"** click **"Register"**



3. If you are a patient requesting records for yourself or to send to another physician choose **"Patient"** from the dropdown box



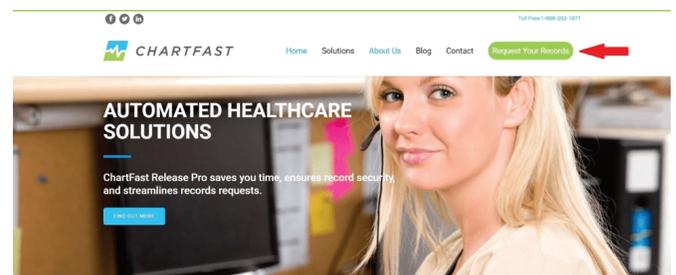
4. Fill out all information with a **red asterisk \***, be sure to check the boxes at the bottom left agreeing to privacy policy and terms and conditions then click the blue **"Submit"** button.



You will receive an email to confirm your account (be sure to check your Spam/junk folder if you do not see the email). If you do not receive the email please reach out to ChartFast at **678.829.4700**

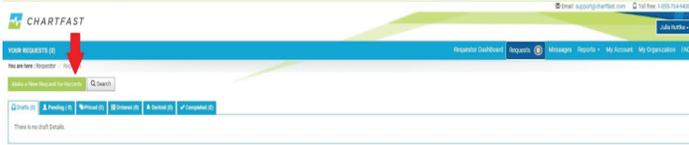
Once confirmed go to **www.chartfast.com** to request your medical records.

Click the green **"RequestYourRecords"** button to login to the ChartFast platform



**Sign in** with the user name and password that you created.

Inside the application click the green **“Make a New Request for Records”** button



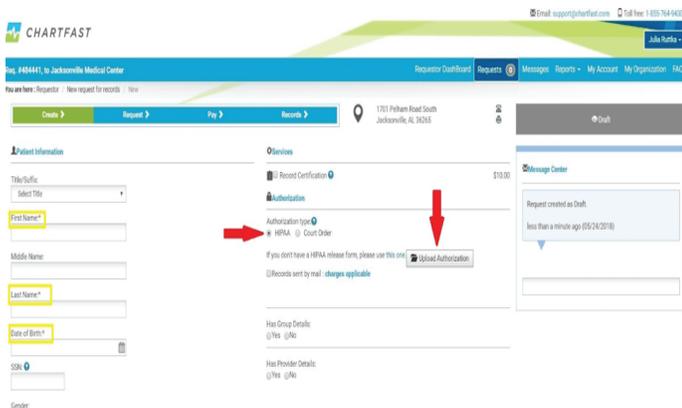
Click the drop down boxes and select the following;

- State – Texas**
- City – Where clinic located**
- Custodian/Facility Name – HeartPlace**

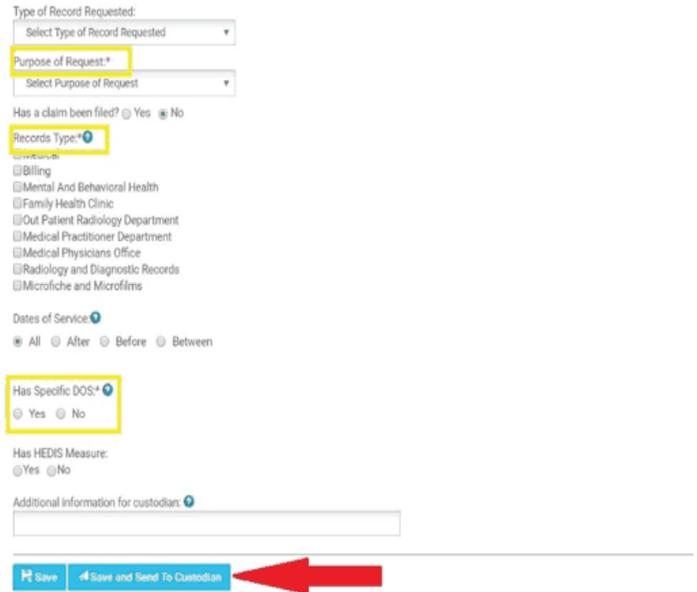


Fill out all information with a **red asterisk \***. You will need to upload an authorization form or letter stating you would like your records.

Check the **“HIPAA”** button on Authorization type, then click the **“Upload Authorization”** button to upload your saved authorization/letter.



Once you have filled out all necessary information (all fields with a **red asterisk \*** and uploaded your authorization letter) click the blue **“Save and Send to Custodian”** button at the bottom. Make certain that you utilize the following purpose of request from the drop down selection **“Patient - Patient Portal”**.



ChartFast will receive notification and begin processing your request.

Once completed, you will receive an email to login and retrieve and/or pay for the records (should there be a charge associated with the type of request you are making.)

If you have any question about this process, please reach out to us at **678.829.4700**

**If you have any questions about this process, call 678.829.4700 or send an email to roicustomerservice@chartfast.com**