






EISENHOWER HEALTH

How send a message to Medical Records

1. Go to **Messages**
2. Select the green **“Send a message button”** 
3. Next you will click on **“Ask a customer service questions”**  Ask a customer service question
You have a question about billing, insurance, or a different non-medical concern.
4. Then you will be asked **“What type of Customer service Questions”** Please select **“Medical Record Request”** 
5. Next you will get a form to complete
 - a. Complete the **Subject** line and the **Message**.
 - b. **Discard** will take you back to the Message Center.
 - c. Use the **Paper Clip** to attach Supporting documents if need

NOTE: The Send button will not turn to green to send the message unless the Subject Line and you have message has been completed. Once the Send button turns green you message is ready to be send.

Scroll down to see screen shots of each step

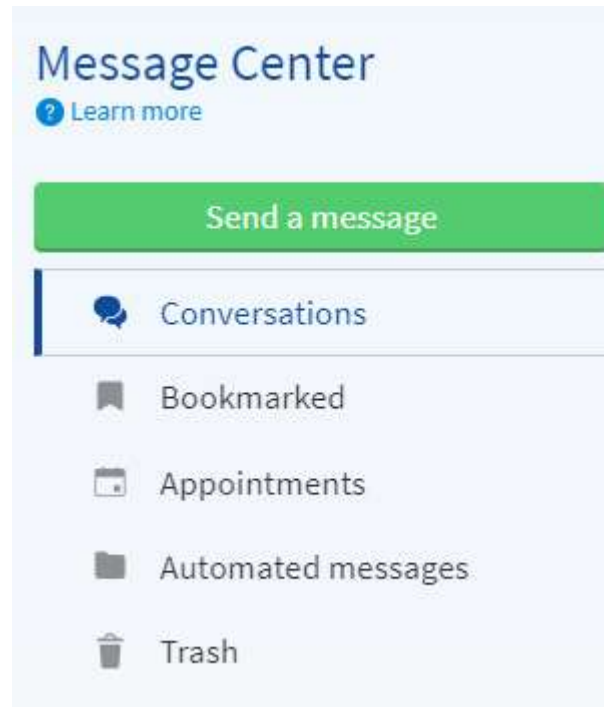


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1. Go to messages



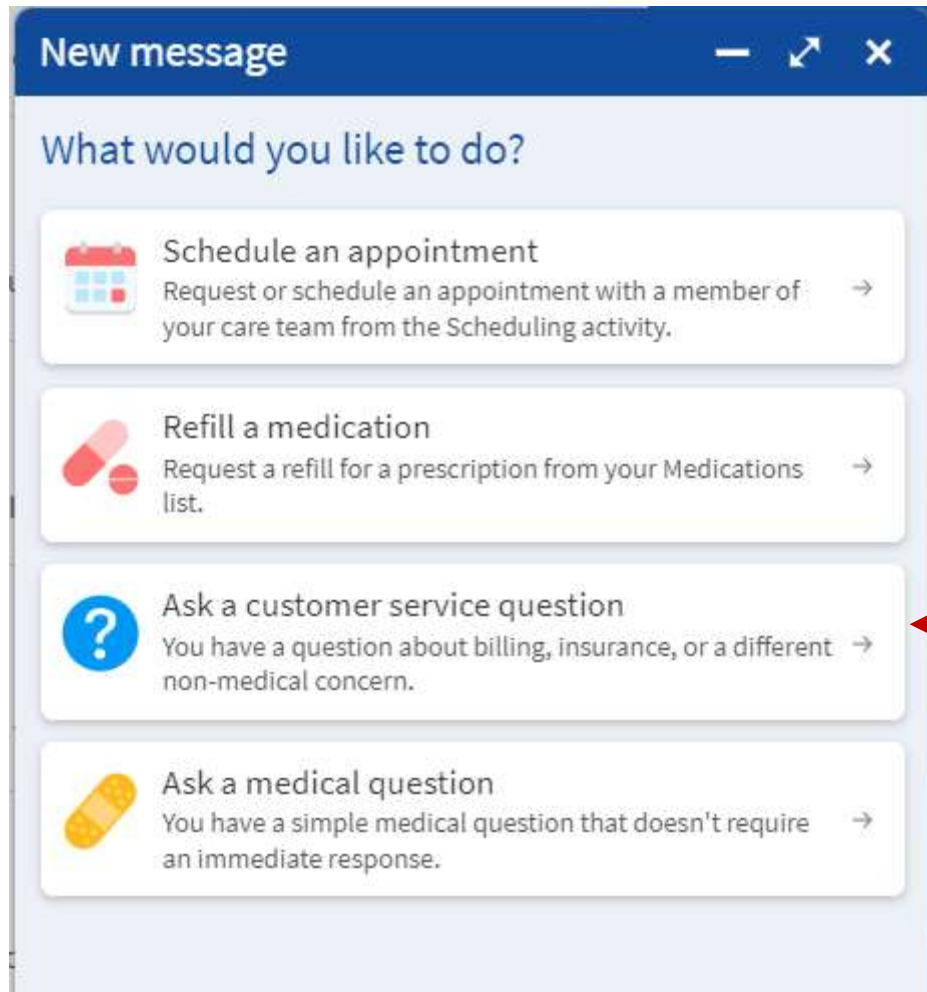
2. Select the green "Send a message" button.

Scroll down to see screen shots of each step



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3. Next you will click on **“Ask a customer service questions”**

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← Customer service question — ↗ ✕

What type of customer service question?

Billing Question →

Medical Record Request →

Other →

4. Then you will be asked **“What type of Customer service Questions”** Please select **“Medical Record Request”**

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← Medical Record Request — ↗ ✕

Include William Anthony Schell

Call 911 if you have an emergency. [Learn more](#)

* Subject ◀

* Enter your message... ▶

5b: **Discard** will take you back to the Message Center.

5c: Use the **Paper Clip** to attach Supporting documents if need

Discard Attach Send →

5a: Complete the **Subject** line and the **Message**. Include the specific medical record information you're requesting and dates if possible.

NOTE: The Send button will not turn to green to send the message unless the **Subject** Line and you have **Message** written in. Once the Send button turns green you message is ready to be send.

