



## EISENHOWER HEALTH

How to Request your Medical Records via MyChart

1. Click on “Messaging” on the top Bar and select **Ask a Question**.
2. Click on “**Ask a Question**”
3. Next, select **Customer Service Request**
4. Enter a subject in the Subject field. (**This is a required field**)
5. Click on the Arrow to see a drop down menu.  
Select “**Medical Record Request**”
6. Enter the Medical Records you are requesting.  
Please make sure you include the following information in the Message Box
  - a. Patient First and Last Name
  - b. Patient Date of Birth
  - c. Date of Services
  - d. Where to send the records
  - e. Any other important information
7. Click **SEND** to send the request
8. Click Cancel to cancel the request

*Scroll down to see screen shots of each step.*



# EISENHOWER HEALTH

## How to Request your Medical Records from MyChat



Health



Visits



Messaging



Billing



Resources



Settings

1. Click on Messaging  
Click on **Ask a Question**

- Message Center
- Ask a Question**
- Letters
- Request Rx Refill
- Clinic Calls



# EISENHOWER HEALTH

## How to Request your Medical Records from MyChat

### Ask a Question

Please select the option that most closely matches your question.

#### New Medical Question

You have a simple medical question that doesn't require an immediate response.

#### Request a Medication Refill

You would like to request a refill or renewal of a current medication.

#### Customer Service Question

You have a question related to a bill, your insurance, or another non-medical concern.


[BACK TO THE HOME PAGE](#)

2. Click on  
**Customer Service Question**



# EISENHOWER HEALTH

## How to Request your Medical Records from MyChat

**Ask Customer Service** 

All pieces of information are required to request customer service.  
Expect a response within 2 business days.

**From: Apptwo McSeventeen**

Subject:

Regarding:

- Medical Record Request
- Billing Question
- Medical Record Request**

**SEND** **CANCEL**

3. Enter a subject(\*) in the Subject field.

← **\*This is a required field**

← 4. Click on the Arrow to show the drop down menu and select **Medical Record Request**





# EISENHOWER HEALTH

## How to Request your Medical Records from MyChat

### Ask Customer Service



All pieces of information are required to request customer service.

Expect a response within 2 business days.

**From:** Apptwo McSeventeen

**Subject:**

Medical Records

**Regarding:**

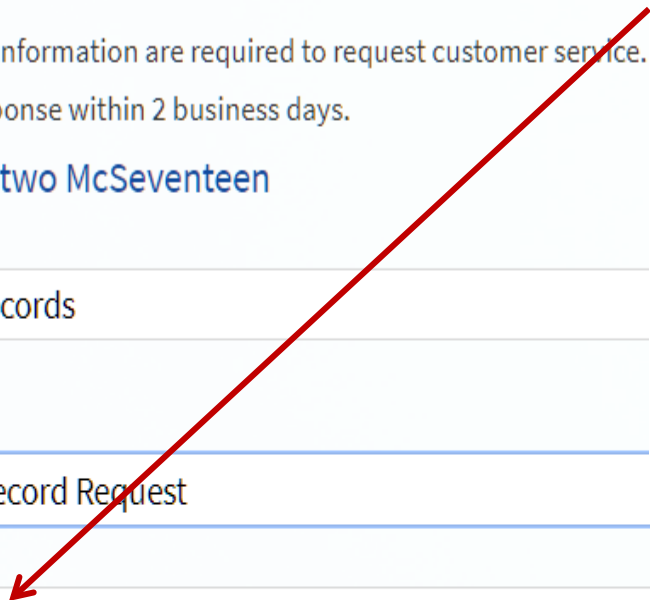
Medical Record Request

**Message:**

**5. Enter the Medical Records information that you are requesting.**

Please make sure you include the following information in the Message Box

- a. Patient First and Last Name**
- b. Patient Date of Birth**
- c. Date of Services**
- d. Where to send the records**
- e. Any other important information**





# EISENHOWER HEALTH

## How to Request your Medical Records from MyChat

### Ask Customer Service



All pieces of information are required to request customer service.

Expect a response within 2 business days.

**From: Apptwo McSeventeen**

Subject:

Medical Records

Regarding:

Medical Record Request

Message:

Please send my medical records for my Emergency Room visit on May 5, 2018 and fax to my doctor office.  
There Fax number is ###-###-####

**6.** Once you have entered your information  
click on SEND to send the request

**7.** Use CANCEL to cancel your request

SEND

CANCEL