

How to Request eDelivery of Your Records

You can request to have your medical records delivered electronically with Ciox eDelivery. With electronic delivery, you will receive your records more quickly through our secure and encrypted website.

To request eDelivery, follow these steps:

1. Complete the HIPAA-compliant request for medical records document
2. Provide your email address for record available notification
3. Once your records are processed, a notification email will be sent to you with instructions on how to access your records via Ciox Health's secure, encrypted website for record retrieval
4. Once logged on to the secure website, you can view, print, and save your medical records

Due to HIPAA regulations, your medical records must be secured at all times. At Ciox, we understand the importance of every record request, and we strive to keep protected health information (PHI) safe at all times with our security measures, encryption, and release of information processes. For these reasons, your records cannot be emailed directly to you, but are stored on Ciox's secure website until you retrieve them. If you do not retrieve your records within 30 days of the records available notification email, your records will be deleted from the eDelivery website.

