

To download and transmit health records (patient instructions)

Patients can download and transmit their health records from the [Patient Portal](#) or the [Patient Information Center](#) in the form of a [continuity of care document](#) (CCD). A patient can send the health record using [Direct Messaging](#), a secure, encrypted method for transmitting health information, or using regular email, which is not encrypted.

Note: To use [Direct Messaging](#), the patient may need to phone the receiving provider to find out that provider's Direct email address (these addresses contain "@direct" in the address).

1. Log on to the the [Patient Portal](#) or [Patient Information Center](#).
2. Click **My health** on the left side of the page.
3. On the My Health page, click the **Health Records** tab. The Health Records page appears.

Choose a time frame

4. Specify the dates of service for the health information that you want to download or send.
 - a. **Custom date range** — Specify the **From** date and the **To** date to retrieve health information from the dates of service in that time range.
 - b. **Single date** — Specify the date for the information, for example, the date of your last physical exam.
 - c. **All time** — Retrieve your entire health record.

Choose how you'd like to get your data

5. By default, the **Download** tab is selected. To download your health record, click the Download button.

A .zip file containing your health record is downloaded to your computer.
6. To send your health record using email:
 - a. Click the **Email** tab.

The tab displays a warning about sending sensitive information via unencrypted email.

Important: Make certain that the email address is correct! After you send the email, you cannot cancel or recover it.

- b. **Email** — Enter the provider's email address in the field.
- c. **Confirm email** — Enter the provider's email address again in this field.
- d. Click the Send button.
The email recipient receives a one-time-use link to the health record.

7. To send your health record using [Direct Messaging](#):

- a. Click the **Direct Exchange** tab.
- b. **Direct Exchange Address** — Enter the provider's Direct address in the field.
Note: If you do not know the provider's Direct address, contact the provider (these addresses contain "@direct" in the address).
- c. Click the Send button.

If the receiving provider uses athenaClinicals, athenaOne classifies the health record as a clinical document (ClinicalDocument_CCDA) and routes it to the [Clinical Inbox](#).