<u>WVU Medicine Thomas Hospitals</u>
<u>Records Request Online Tip Sheet</u>

Used to request medical records from:

- Any Thomas Hospitals location including the Thomas Memorial campus and the Saint Francis campus as well as any of our Thomas Hospitals Physician Partner clinic locations.

Navigate to the Records Request Online Link (Chrome/Safari/Firefox recommended browsers) by scanning the QR code below or going directly to: **bit.ly/ThomasMedicalRecords**.   The whole process takes only a few minutes to complete. You will need your ID in order to upload a picture of it for identity verification.

Scan this QR code with the camera from your phone or tablet

The patient can choose to use their smart phone or a personal computer.

- Smartphone - click link.
  - Enter cell phone number and a link will be texted to you to complete the request.
    - **https://www.swellbox.com/wvu-thomas-hospitals-wizard.html**

  - Steps are the same for the PC and just as easy as below.

- Personal Computer- click the "OK, Let's Go!" green button.
  - The patient should have their photo ID ready.
  - The patient needs their mobile phone nearby.

  1. The patient confirms whether they are the patient.
     a. If not, supporting documentation will be required to be submitted.
  2. The patient will enter their email address and confirm it.
  3. The patient will enter their full legal name.
  4. The patient will enter their zip code.
  5. The patient will enter their address.
  6. The patient will enter their DOB.
  7. The patient will enter the primary reason for requesting the records.
  8. The patient will specify 6 months ago for the time frame or specify a date range.
  9. The patient will select the records they are requesting.
  10. The patient will validate any sensitive documentation that is covered and to be released.
  11. The patient enters who is to receive the records and how they should receive them.
  12. The patient can provide any helpful information for their request.
  13. The patient takes a photo of their ID via their computer camera.
  14. The patient completes the release request by approving and signing it.
      a. A copy will be emailed.
  15. The patient receives confirmation that their request was received!