

Patient Portal Tip Sheet

Help Patient to navigate to the Records Request Online Link (Chrome/Safari/Firefox recommended browsers) the whole process takes only a few minutes to complete.

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



The patient can choose to utilize 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-medicine-wizard.html>
 - Steps are the same for the PC and just as easy as below.
- Personal Computer- click the “Ok, Let’s Go!” green link.
 - The patient should have their photo ID ready.
 - The patient needs their mobile phone nearby.

The patient will select WVU Medicine for any facility or Mental Health/Student Health if applicable instead.

1. Pick the facility or facilities that the patient needs records requested from.
2. They confirm if they are the patient or not.
 - a. If not, supporting documentation will be required to be submitted.
3. The patient will enter their email address and confirm it.
4. The patient will enter their full legal name.
5. The patient will enter their zip code.
6. The patient will enter their address.
7. The patient will enter their DOB.
8. The patient will enter the primary reason for requesting the records.
9. The patient will specify less than a year ago for the time frame or specify a date range.
10. The patient will select the records they are requesting.
11. The patient will validate any sensitive documentation that is covered and to be released.
12. Is there a deadline? This lets the patient document an upcoming appointment or deadline.
13. The patient enters who is to receive the records and how they should receive them.
14. The patient can provide any helpful information for their request.
15. The patient takes a photo of their ID via their computer camera.
16. The patient completes the release request by approving and signing it. A copy will be emailed.