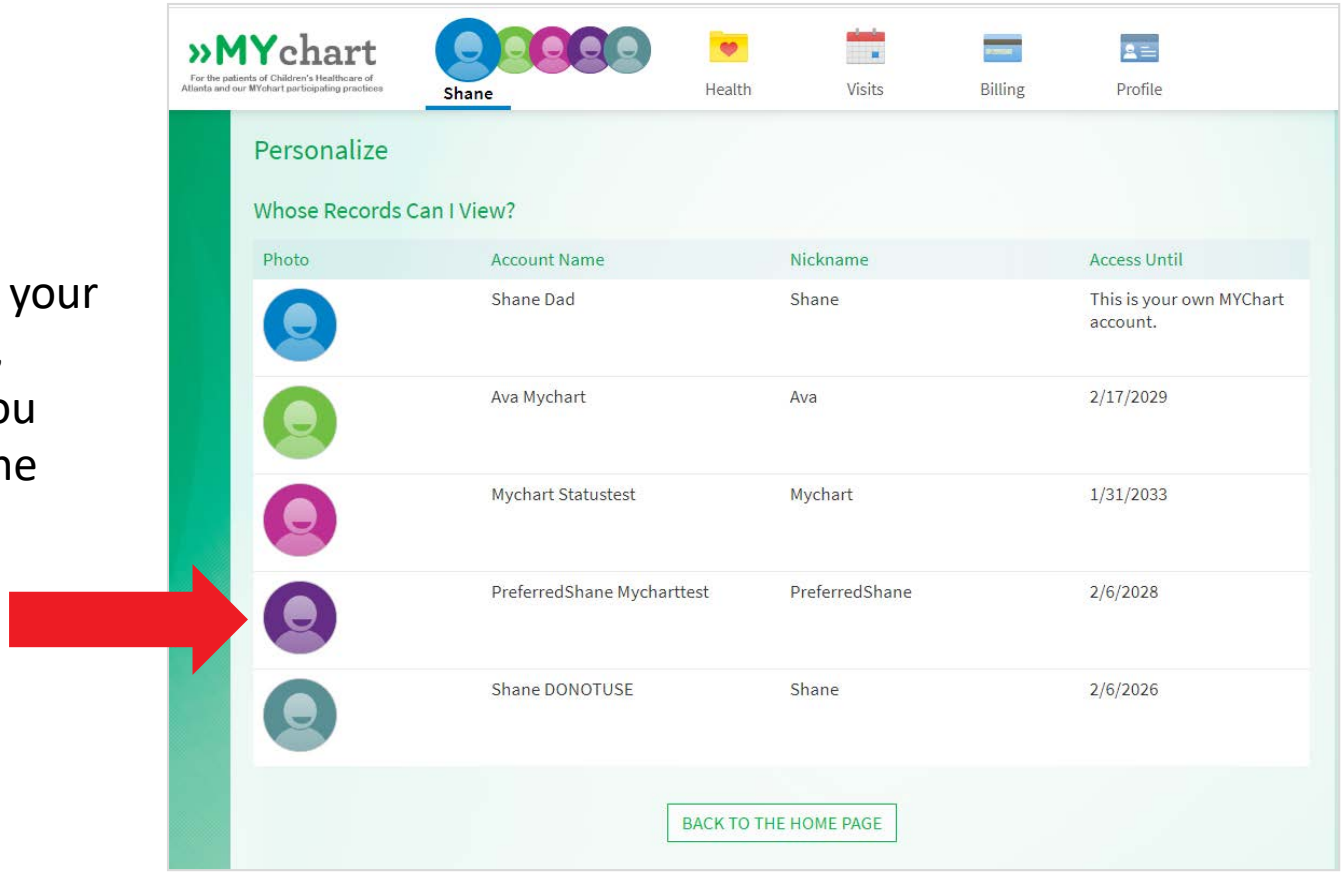
Children's Healthcare of Atlanta

MYchart: Requesting a copy of your child's medical record

Six simple steps

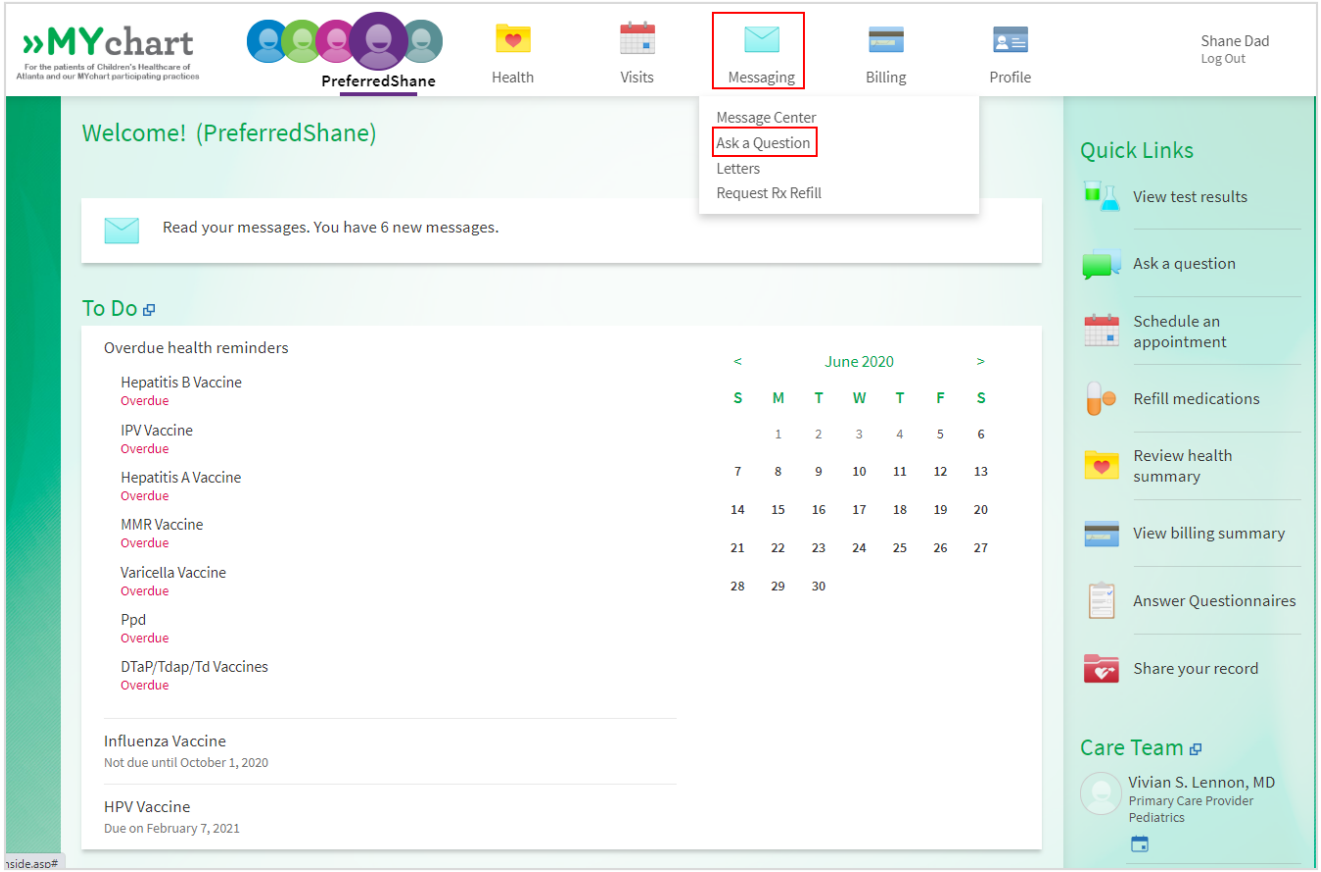
Step 1: Select child

After logging into your MYchart account, select the child you wish to request the medical record.



Step 2: Ask a question

In the top navigation bar, click “Messaging” and select “Ask a Question” from the drop-down menu.



Step 3: Customer service question

»MYchart
For the patients of Children's Healthcare of Atlanta and our MYchart participating practices

PreferredShane | Health | Visits | Messaging | Billing | Profile

Shane Dad
Log Out

Ask a Question (PreferredShane)

Please select the option that most closely matches your question.

Please call 911 if you have an emergency or urgent medical 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

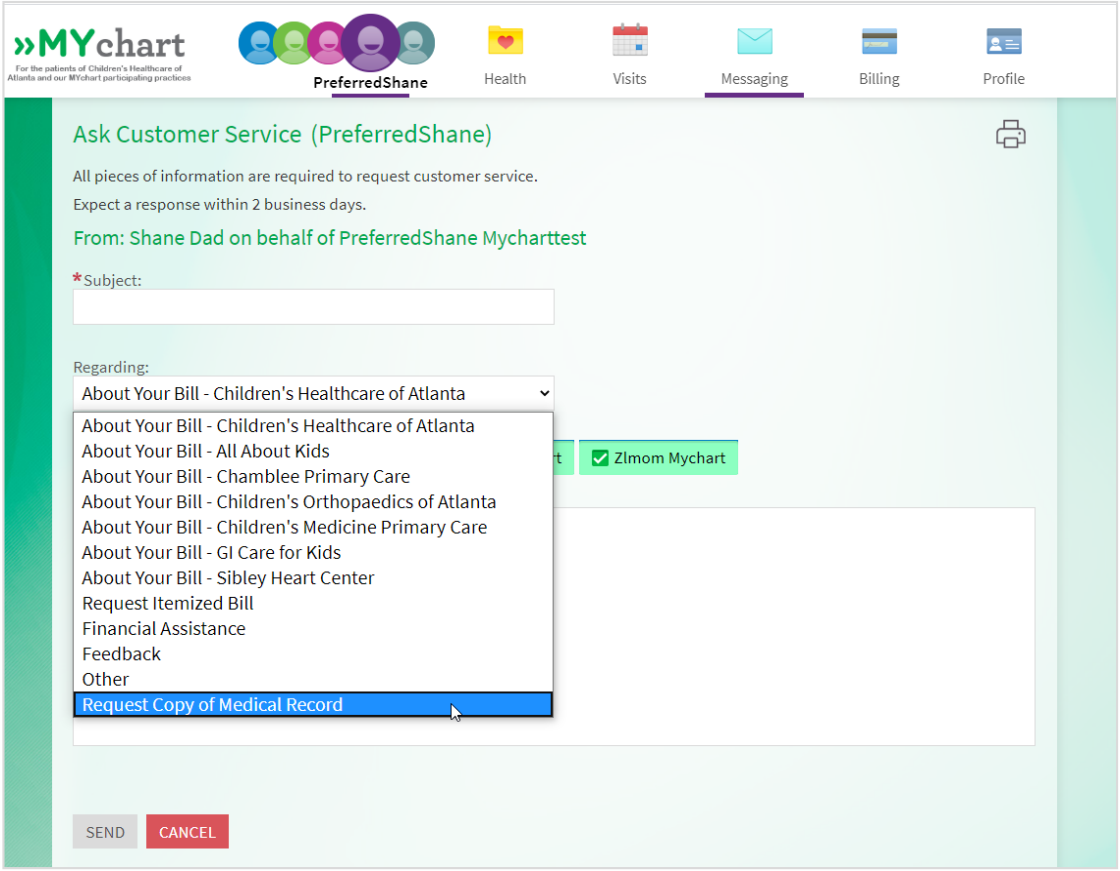
New Medical Question
Do I need an appointment?
Can I take a different medication instead?
Do you have flu shots available?
What immunizations do I need for my overseas travel?
...etc.

Click on “Customer Service Question.”

Step 4: Request medical record

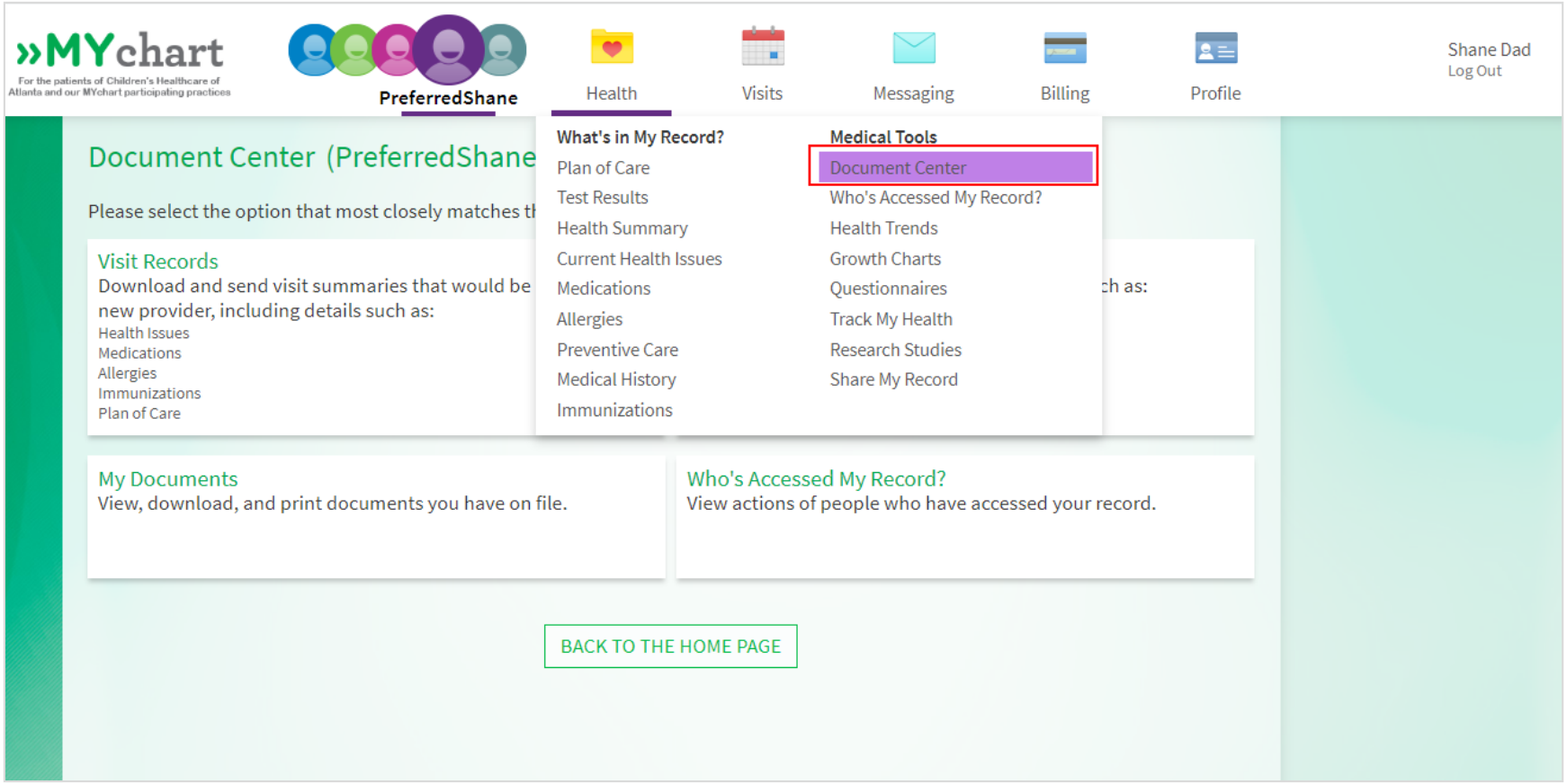
Type “request medical record” in the subject field and choose “Request Copy of Medical Record” from the drop-down menu.

Click “Send.” This will send a message to our health information services department. They will upload a PDF of your child’s medical record to your MYchart account within one to two business days at no cost to you.

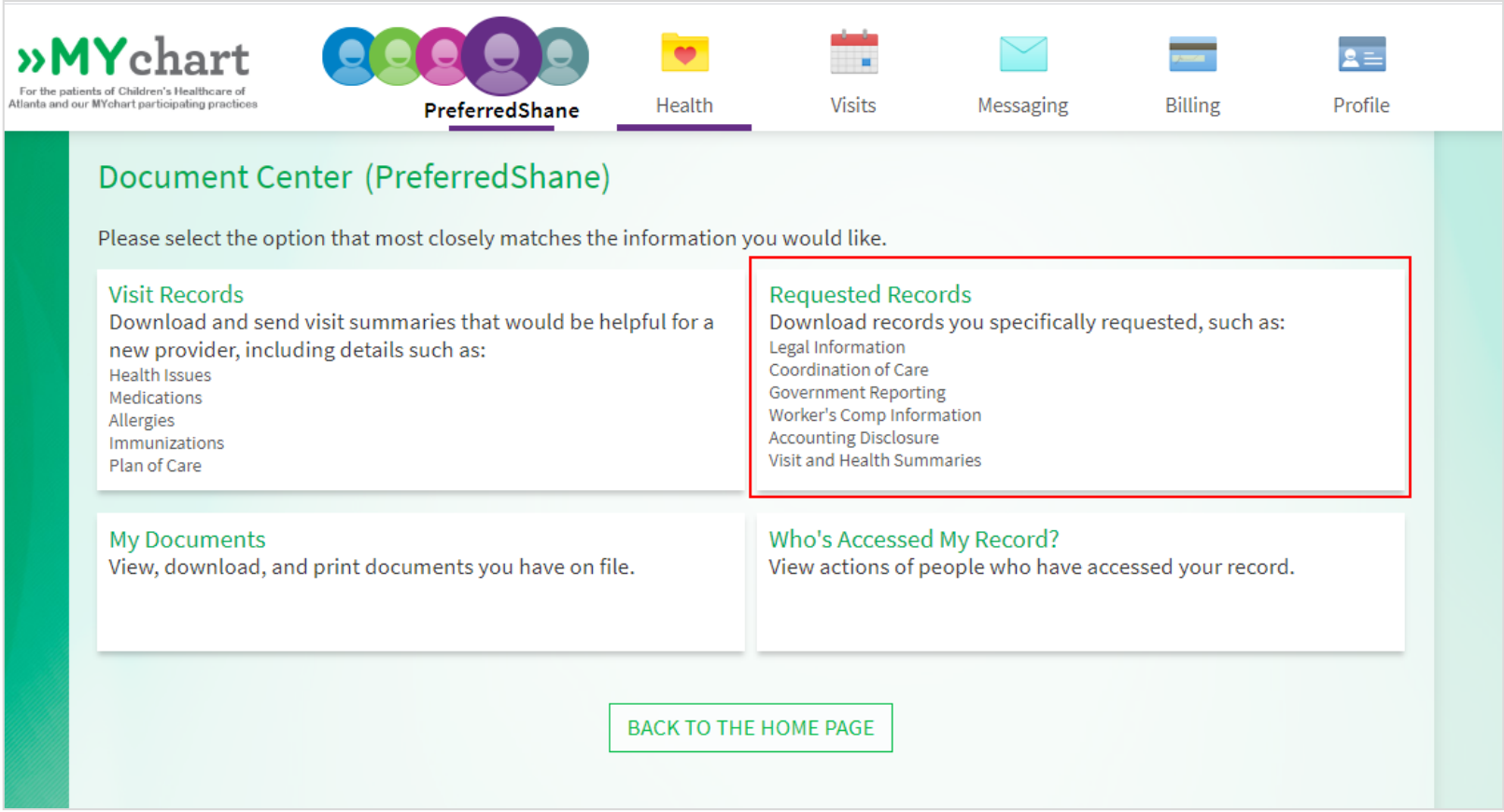


Step 5: Document center

You will receive a message through MYchart when a PDF of your child's medical record has been uploaded. To download or view the of the PDF medical record, click "Medical Tools" and select "Document Center" from the drop-down menu.



Step 6: Requested records



Click on “Requested Records” and download your child’s medical record. This document will be available for 90 days.