Effective immediately, this organization is using the Clearpath platform to fulfill and process all legal/insurance requests for medical records (subpoenas and authorizations). Please setup a login with Clearpath here: https://prod.myclearpath.com/login

After you register for an account, a welcome email with instructions will be sent.

How do I submit a Request for records?

Login to Clearpath where you will land on the **Submit Legal Request** page. Fill out the required fields, select the documents you are requesting (Images, Medical Records, or Patient's Bill), attach your authorization or subpoena, and select **Submit Legal Request**.

P clearpath	Clearpath Record Retrieval				🕒 Lisa Matthews 🗸
Submit Legal Request	Active Legal Requests Admin User Pre	ference			
Patient detail	Legal request detail		Document requests:	Timanes	
Last name: *	Doe Imaging Center * (2)	SpineOne		Medical records	
First name: *	John 🗾	View address for this facility		Patients bill	
AKA last name:	Туре: * 🕥	Auto GL ~			
AKA first name:	Claim No * 🕥	12345			
Date of birth: *	01/01/1975 🔤 🐑 Work Order No * 🕥	n/a			
SSN:	Date of loss:	MM/DD/YYYY			
	Area of loss:				
	Date from:	01/03/2020			
	Date to:	01/03/2024			
Attachments					
File name 👘	Attachment type = Action =				
	Add Attachment				
Submit Legal Request					
0					

Your request will be immediately sent to the Advanced Diagnostic Group custodian for processing.

How do I download records?

When your request has been fulfilled by the custodian, you will receive an email notification from Clearpath.

Images

To locate and download the images, login to Clearpath, select **Active Legal Requests**, select **All Legal Requests**, change the period to **All**, and select **Search**.

Clearpath	earpath Record Retrieval					Lisa Matt	ihews 🗸
Submit Legal Request	Active Legal Requests Admin	User Preference					
My To Do Group To Do	All Legal Requests Awaitin	ng Imaging Center Support Request					
Period All	×	Claim No:	Work Order No:				
Range MM/DD/YYYY	until MM/DD/YYYY	Patient DOB: MM/DD/YYYY 🕶 🖬	Patient first name:				
Search	Reset	Requestor:	Patient last name:				
		Only show incomplete entries					
							٥
Action =	Type = Request type =	Requested by = Requestor = Imaging Center	r = Claim No = Work Order No =	Patient =	Status =	Created at =	Last up
i 🖻 🗿 🖻 🛓 📑 🗄	Auto GL Subpoena	Clearpath Record Ret Alex Kappaz Clearpath Cust	odian 1234 1234	Test, Test	Completed	Apr 18th 2023 07:32:53 EST	Aug 18

P clearpath

Locate the order, hover your mouse under the **Action** column to the left, and select the disc icon to **Generate ISO File**. This will send you a download link to the images.

Action =	Туре =	Request type =	Requested by =	Requestor =	Imaging Center =	Claim No 🖅
i 🖻 🗿 🕹 📑 🗄	Auto GL	Subpoena	Clearpath Record Ret	Alex Kappaz	Clearpath Custodian	1234

Medical Records and Bills

To locate and download the records and bills, locate the order, hover your mouse under the **Action** column to the left, and select the down arrow icon to **Download Requested Documents**. This will download a zip file of the medical records.

Action =	Туре =	Request type <i>≕</i>	Requested by =	Requestor =	Imaging Center =	Claim No 🖅
i e o e ± e :	Auto GL	Subpoena	Clearpath Record Ret	Alex Kappaz	Clearpath Custodian	1234

Note: If you don't want a zip file of the records and would prefer to download individual PDFs, select the **Access Requested Documents** icon instead.



If you need assistance with Clearpath, please contact their support team.

support@myclearpath.com

888-757-1255