

CARIEND[®]

FOR PROVIDERS

HOW TO RECEIVE RECORDS
REQUESTS VIA EGNYTE
SECURE FILE TRANSFER



RECORDS TRANSFER FOR MEDICAL PROVIDERS

At Cariend, it is our utmost priority to keep patient information secure and provide release of information in a HIPAA-compliant and efficient manner so patients can receive the continued care they need.

Egnyte is a simple to use, HIPAA-compliant secure file sharing platform. Egnyte maintains compliance with the strictest standards for privacy and data protection. Read more here: <https://www.egnyte.com/security/compliance-standards>

Secure electronic transfer is much faster, more secure and cost-effective for both the provider and records custodian than alternative methods such as fax or mail. Unlike typical patient records requests, when a practice has closed, patients often request their entire medical record be sent to the new provider. Mailing and faxing hundreds or thousands of pages takes a considerable amount of time, physical paper, expense and is subject to error or delay. With electronic transfer, the new provider has immediate digital access without busy signals or processing delays, which are both typical of fax or mail.

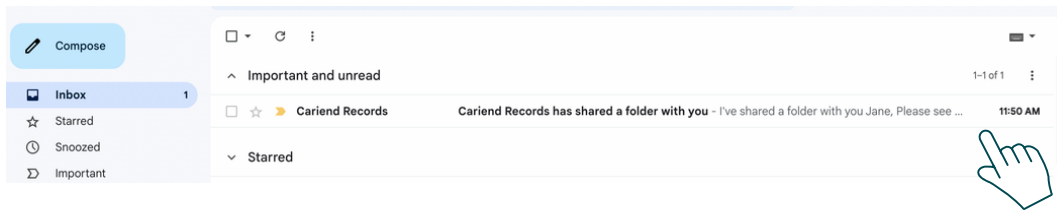
Your practice does not need an Egnyte account. All you need is an email address. We've provided the below instructions to walk you through our very simple process for electronic transfer.

We appreciate the opportunity to assist with your request!

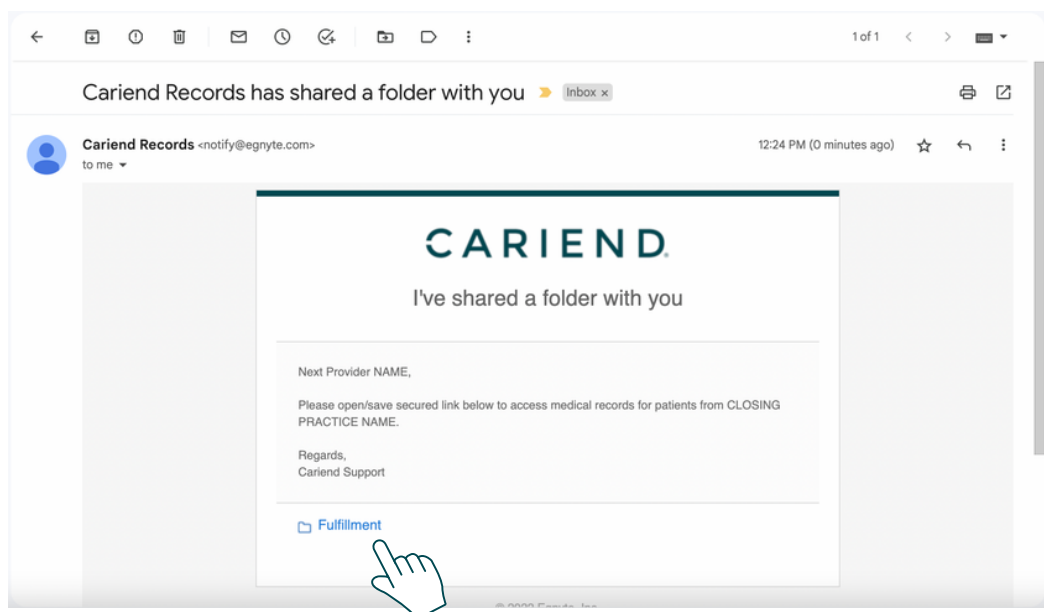


STEPS TO RECEIVE RECORDS

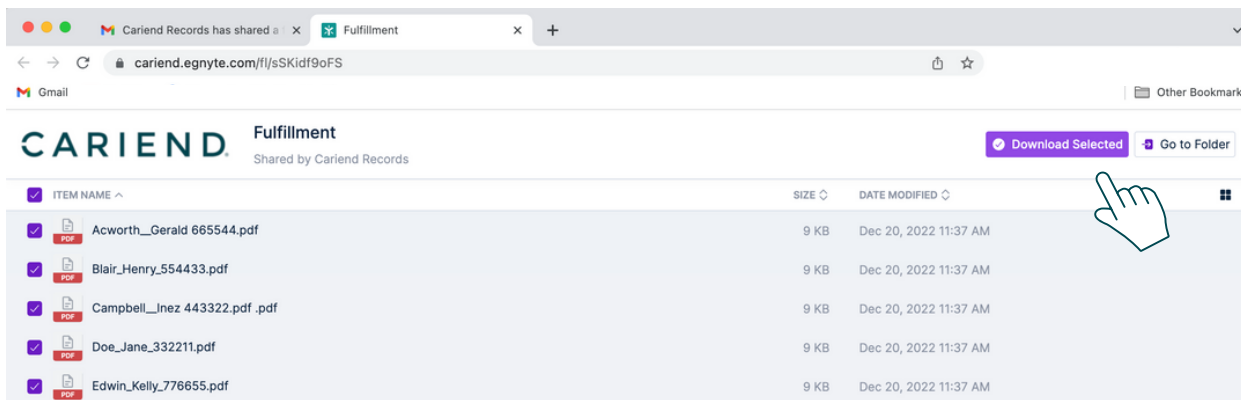
1. You will receive an email from notify@egnyte.com with the subject line "Cariend Records has shared a folder with you"



2. Open the email and you will see a secure link with a folder name highlighted in blue. Click the secure folder link.



3. Click [Download Folder](#) or select files and click [Download Selected](#) to easily download and save the digital patient records to your system.



Still have questions?

Visit our FAQ section at www.cariend.com/request-records or email support@cariend.com

