

# AveraChart Patient Portal: Downloading Medical Record



**AUDIENCE** | Patients and Proxy Users with AveraChart Patient Portal Access

## OVERVIEW

Patient and proxy users can follow the steps below to download a copy of their medical record from the AveraChart Patient portal.

This download will be a zipped folder that contains each visit and the associated documentation, along with clinical and financial information. The folder will include two types of files: those that you can read directly, and other types that can only be read by computers and are used when importing this information into other computer systems should you decide to make them available to other systems.

*Note:* It may take up to 10 business days to review and process your request. You will be notified via email when the file becomes available to download from the portal. The file will be available to download for 7 days on the portal.

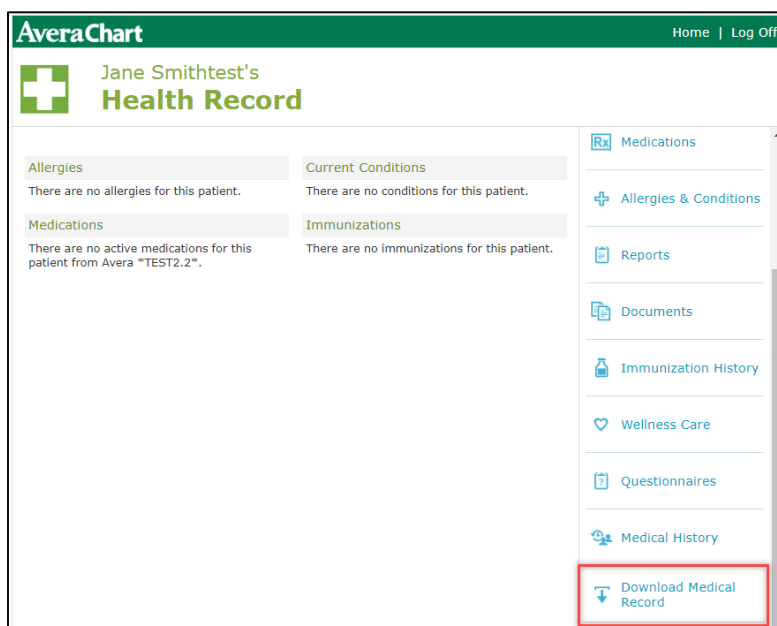
**Important:** The file will only include Avera medical records that are stored in an electronic format. If you need older records or only certain records/visits, please call Avera Release of Information at 833-821-9944.

## DOWNLOAD MEDICAL RECORD ON AVERACHART PATIENT PORTAL

1. Select **Health Record**.



2. Select **Download Medical Record**.



3. Select **Request Medical Record**.

- a. *Note:* This will send a request to the Avera Release of Information (ROI) department to create a file of your entire medical record that is stored in electronic format. If you only need a certain portion of the record or need older records, please call Avera ROI at 833-821-9944.

The screenshot shows the AveraChart portal for Jane Smithtest's Medical Record. The header includes the AveraChart logo and 'Home | Log Off' links. The main content area contains instructions on how to request a medical record file, including a note that the file may take up to 10 days to process and will be available for 7 days. A red box highlights the 'Request Medical Record' button. Other options like 'Back to Health Record' and 'Medical Record Activity' are also visible.

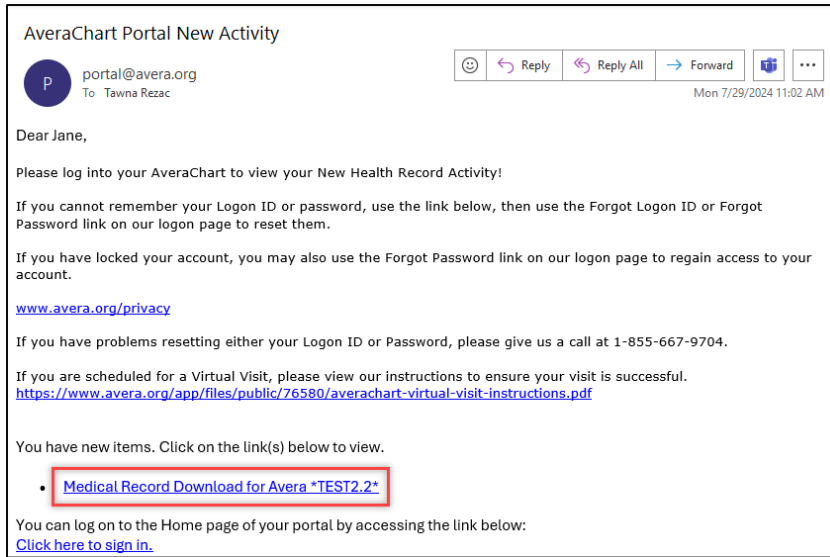
4. The Requested Date & Time will display, along with the request Status of Pending.

The screenshot shows the AveraChart portal for Jane Smithtest's Medical Record. The main content area displays a message: 'A request for this patient's medical record file is being processed. You will receive an email notification once the file becomes available. This may take up to 10 days. Learn More'. Below this, the request details are listed: 'Last requested date & time: Mon, Jul 29, 2024 at 11:10 am', 'Last requested by: Jane Smithtest', and 'File status: Pending'. The 'Request Medical Record' button is no longer visible, replaced by the 'Medical Record Activity' link.

5. One the Avera Release of Information department has fulfilled your request, you will receive an **email notification** stating you have a new Medical Record Download.

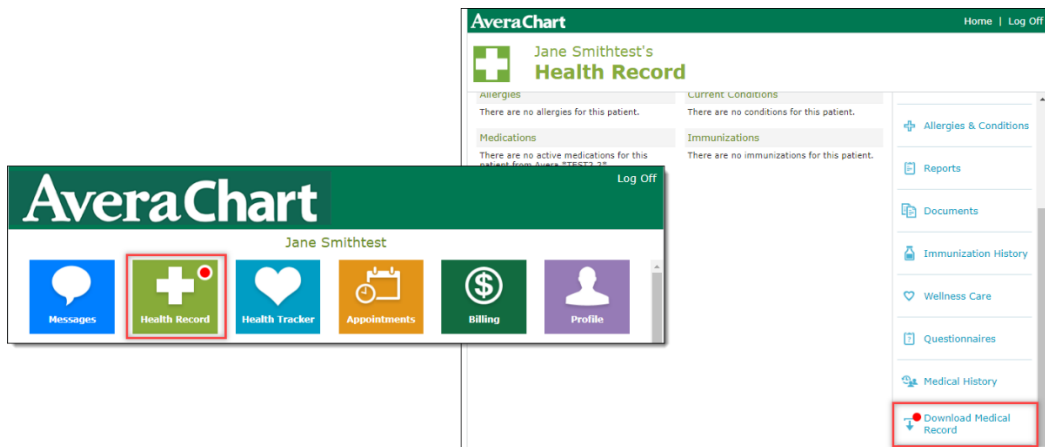
The screenshot shows an email notification from AveraChart Portal. The sender is 'portal@avera.org' and the recipient is 'Tawna Rezac'. The email is dated 'Mon 7/29/2024 11:02 AM'. The body of the email reads: 'Dear Jane, Please log into your AveraChart to view your New Health Record Activity! If you cannot remember your Logon ID or password, use the link below, then use the Forgot Logon ID or Forgot Password link on our logon page to reset them. If you have locked your account, you may also use the Forgot Password link on our logon page to regain access to your account. www.avera.org/privacy If you have problems resetting either your Logon ID or Password, please give us a call at 1-855-667-9704. If you are scheduled for a Virtual Visit, please view our instructions to ensure your visit is successful. https://www.avera.org/app/files/public/76580/averachart-virtual-visit-instructions.pdf You have new items. Click on the link(s) below to view. • Medical Record Download for Avera \*TEST2.2\* You can log on to the Home page of your portal by accessing the link below: Click here to sign in.'

6. When you are ready to download the file:
- Click the **Medical Record Download** link the in email

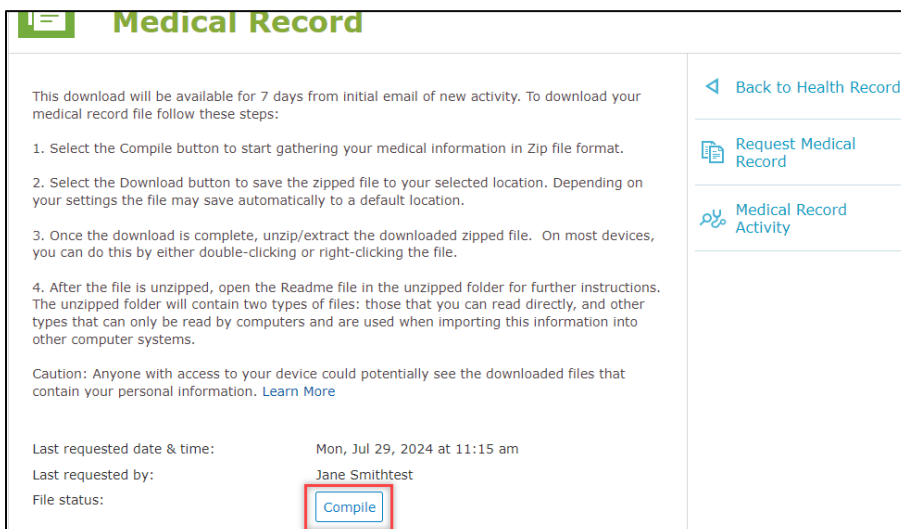


OR

- From the AveraChart portal, select **Health Record > Download Medical Record**.



- Select the **Compile** button to prepare the file for download.
  - Note:* It may take time for the file to fully compile.



- Once the file is compiled and available, select the **Download** button. Depending on your device settings, the file may save automatically to a default location (i.e. Downloads folder on your device) or ask where you would like to save it.

This download will be available for 7 days from initial email of new activity. To download your medical record file follow these steps:

1. Select the Compile button to start gathering your medical information in Zip file format.
2. Select the Download button to save the zipped file to your selected location. Depending on your settings the file may save automatically to a default location.
3. Once the download is complete, unzip/extract the downloaded zipped file. On most devices, you can do this by either double-clicking or right-clicking the file.
4. After the file is unzipped, open the Readme file in the unzipped folder for further instructions. The unzipped folder will contain two types of files: those that you can read directly, and other types that can only be read by computers and are used when importing this information into other computer systems.

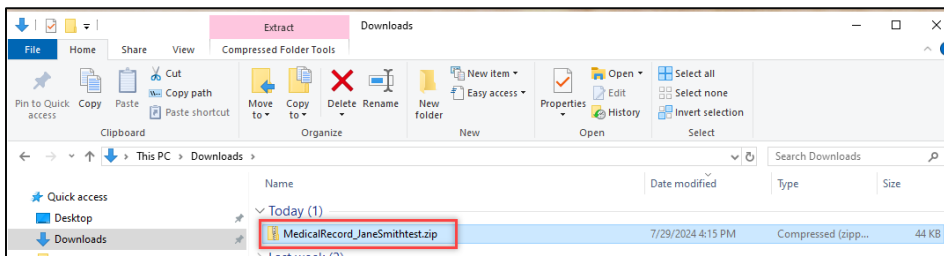
Caution: Anyone with access to your device could potentially see the downloaded files that contain your personal information. [Learn More](#)

Last requested date & time: Mon, Jul 29, 2024 at 11:15 am  
 Last requested by: Jane Smithtest

We are retrieving the medical record file. This may take time. Do not exit the page.  
 The file will be available for download **once** the Download button appears on the screen.

**Download**

- Once the download is complete, **open the zipped folder** from where it was saved. On most devices, you can do this by either double-clicking or right-clicking on the folder.



- The folder will include multiple files and folders. *Note:* Some items you will be able to view and read directly, and other items that can only be read by computers and are used when importing this information into other computer systems (should you decide to make them available to other systems).

- The **README.TXT** file will list out all items and serve as a table of contents of what is included in each folder.
- The visit accounts will be listed in chronological order, oldest to newest. If you are looking for a specific visit, look for that visit date to find the corresponding account number – this will be the folder to open.

(Table of Contents)  
 Record\_Documents\_Smithtest\_Jane

- 006\_Diagnostic
  - 006\_Cardio\_Pulmonary (Cardiovascular Report - Date: 04/30/24) 16704-20240625103132369
- 007\_Imaging (CT Scan Report - Date: 08/15/23) 16704-20240625103132458
- 008\_Lab (Laboratory Report - Date: 04/30/24) 16704-20240625103132505
- 004\_Physician\_Documentation
  - 004\_Reports (Office Visit Report - Date: 12/15/23) 16704-20240625103132552
- 020\_Outside\_Documents
  - 020\_ (Outside - Facility Records - Date: 04/16/24) 16704-20240625103133725
  - (Outside - Facility Records - Date: 05/07/24) 16704-20240625103133906
  - (Outside - Facility Records - Date: 05/20/24) 16704-20240625103139178
- MG620000011 Smithtest\_Jane (Visit Date: 11/20/23)
  - 000\_Patient\_Documents
    - 000\_ (HIPAA McKenna/AMG MCK Clinics - Date: 11/20/23) 16704-20240625103139241
    - (Reg Form-McKenna/AMG MCK Clinics - Date: 11/20/23) 16704-20240625103139272
  - 004\_Physician\_Documentation
    - 004\_Reports (Office Visit Report - Date: 11/20/23) 16704-20240625103139319

- c. Each of your visits will have its own folder that will include all documentation (e.g. diagnostics results, notes, and reports) for that visit. These will be folders will start with two letters followed by ten numbers.

| Name                            | Date modified     | Type              | Size  |
|---------------------------------|-------------------|-------------------|-------|
| Ambulatory Results              | 7/29/2024 4:29 PM | File folder       |       |
| ARMEHI                          | 7/29/2024 4:29 PM | File folder       |       |
| CCDA                            | 7/29/2024 4:29 PM | File folder       |       |
| DL620000006_Smithtest_Jane      | 7/29/2024 4:29 PM | File folder       |       |
| EN620000006_Smithtest_Jane      | 7/29/2024 4:29 PM | File folder       |       |
| Financial EHI                   | 7/29/2024 4:29 PM | File folder       |       |
| GG620000017_Smithtest_Jane      | 7/29/2024 4:29 PM | File folder       |       |
| MG620000051_Smithtest_Jane      | 7/29/2024 4:29 PM | File folder       |       |
| MG620000111_Smithtest_Jane      | 7/29/2024 4:30 PM | File folder       |       |
| MG620000165_Smithtest_Jane      | 7/29/2024 4:30 PM | File folder       |       |
| MG620000182_Smithtest_Jane      | 7/29/2024 4:30 PM | File folder       |       |
| MG620000206_Smithtest_Jane      | 7/29/2024 4:30 PM | File folder       |       |
| MK6200002333_Smithtest_Jane     | 7/29/2024 4:30 PM | File folder       |       |
| MK6200002372_Smithtest_Jane     | 7/29/2024 4:30 PM | File folder       |       |
| MK6200002900_Smithtest_Jane     | 7/29/2024 4:30 PM | File folder       |       |
| OF620000376_Smithtest_Jane      | 7/29/2024 4:30 PM | File folder       |       |
| Patient Immunization History    | 7/29/2024 4:30 PM | File folder       |       |
| Population Health               | 7/29/2024 4:30 PM | File folder       |       |
| Record_Documents_Smithtest_Jane | 7/29/2024 4:30 PM | File folder       |       |
| TY620000013_Smithtest_Jane      | 7/29/2024 4:30 PM | File folder       |       |
| ACCOUNTS_INDEX.HTML             | 7/29/2024 4:30 PM | Chrome HTML Do... | 32 KB |
| EHIEXPORTSCHEMA.txt             | 7/29/2024 4:30 PM | Text Document     | 1 KB  |
| README.TXT                      | 7/29/2024 4:30 PM | Text Document     | 15 KB |
| Table of Contents.ndjson        | 7/29/2024 4:30 PM | NDJSON File       | 78 KB |
| US Core FHIR Resources.json     | 7/29/2024 4:30 PM | JSON File         | 1 KB  |

- i. The visit folders will then have subfolders for the different types of documentation included. Open the folder to see the document(s) and open to view.

MedicalRecord\_JaneSmithtest > MG620000060\_Smithtest\_Jane

| Name                        | Date modified     | Type        |
|-----------------------------|-------------------|-------------|
| 000_Patient_Documents       | 7/29/2024 4:50 PM | File folder |
| 002_Physician_Documentation |                   |             |
| 004_Physician_Documentation |                   |             |
| 008_Diagnostic              |                   |             |

**AMG McGreevy 69th & Cliff**  
**6215 South Cliff Ave Ste 115**  
**Sioux Falls, SD 57108**  
**P#: 605-322-3300 F#:**

Patient Smithtest,Jane  
 DOB: 03/14/1964 Age/Sex: 59 / F  
 Status: DEP AMB  
 Loc: MG.CFPCL

Attending: Provider,Training MD  
 Adm Date: 12/01/23 Disch Date: 12/01/23  
 Acct: MG620000060  
 MR:MG06200028

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Family Medicine Visit

**Date of Service:**  
 12/01/23 1437

**Assessment & Plan**  
 (1) Cough:

**Plan**  
 [See orders.][ Discussed side effects, risks and benefits of medications in clinic today.][ Due to severity of cough, will prescribe a cough suppressant medication, and discussed side effects and interactions with meds and alcohol.][ Due to history of asthma, prescribed burst of prednisone today.][ Due to severity of cough and symptoms, will try burst of prednisone today.][ Due to wheezing, we will try albuterol per orders.][ Concerning features, opted for antibiotic treatment for possible early community acquired pneumonia.][ Discussed with patient that the overwhelming majority of cases of bronchitis are viral and resolve in 1-3 weeks without treatment, and even bacterial causes of acute bronchitis usually do not require antibiotics, as recommended by ACP and the CDC.] Symptomatic treatment recommended today: Rest, drink plenty of fluids, use OTC pain reliever/fever reducers of choice. (For children under 6, acetaminophen is not recommended.)

- d. There will be other folders, including:
- i. Ambulatory Results: will only contain information if you had Cologuard testing April 2024 or after
  - ii. ARMEHI: documentation related to insurance authorizations, eligibility, copays and deductibles
  - iii. CCDA: files of Continuity of Care documents; only readable if you share with another system
  - iv. Financial EHI: financial electronic health information, including transaction history for each visit
  - v. Patient Immunization History: immunization history report

- vi. Population Health: data received from an outside vendor related to health risks, care gaps, utilization
- vii. Record Documents: clinic scanned documents