FIRELANDS
Regional Medical Center

CHARTFAST
PATIENT RECORD REQUEST

The ChartFast platform allows you to manage requests for your medical records with the click of a button!

To make a request for new records:

1. Go to **www.chartfast.com** and click the green **"Request Your Records"** button, which will take you into the ChartFast platform login screen
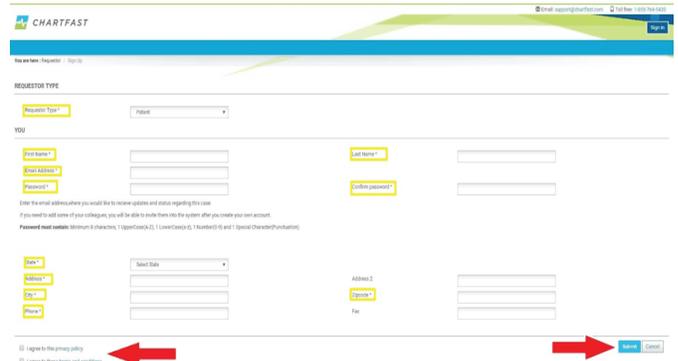

2. Under **"New Requestor"** click "**Register**"

3. If you are a patient requesting records for yourself or to send to another physician choose "**Patient**" from the dropdown box

4. Fill out all information with a red asterisk *, be sure to check the boxes at the bottom left agreeing to privacy policy and terms and conditions then click the blue "**Submit**" button.

You will receive an email to confirm your account (be sure to check your Spam/junk folder if you do not see the email). If you do not receive the email please reach out to ChartFast at **888-202-1671**

Once confirmed go to **www. chartfast.com** to request your medical records.

Click the green **"RequestYourRecords"** button to login to the ChartFast platform

Sign in with the user name and password that you created.

CHARTFAST

Inside the application click the green "**Make a New Request for Records**" button

Click the drop down boxes and select the following;

State – Select Ohio
City – Select Sandusky
Custodian/Facility Name – Firelands Regional Medical Center


Fill out all information with a red asterisk *. You will need to upload an authorization form or letter stating you would like your records, a photo ID and one additional form of ID (such as a credit card, Social Security card, Insurance Card, utility bill or library card).

Check the "**HIPAA**" button on Authorization type, then click the "**Upload Authorization**" button to upload your saved authorization/letter and ID.
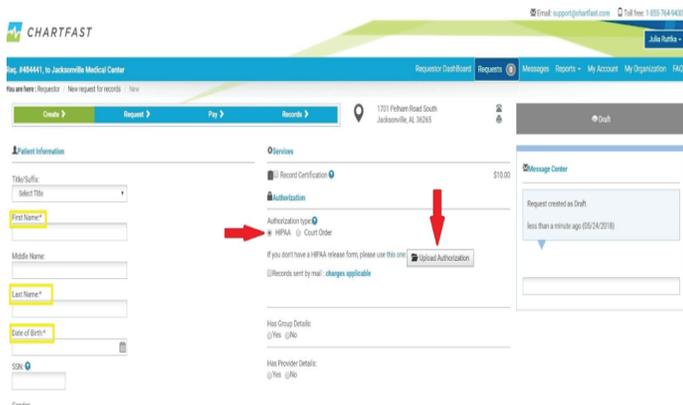
Once you have filled out all necessary information (all fields with a red asterisk * and uploaded your authorization letter) click the blue "**Save and Send to Custodian**" button at the bottom.
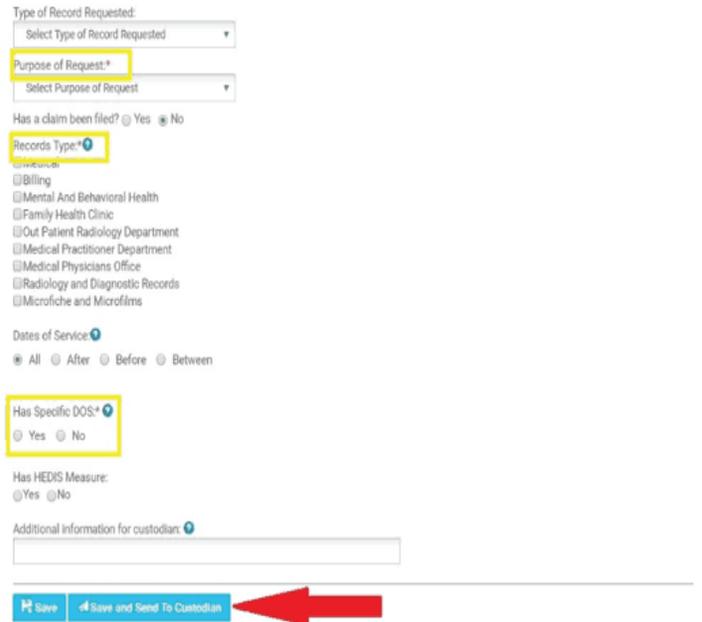
ChartFast will receive notification and begin processing your request.

Once completed, you will receive an email to login and retrieve and/or pay for the records (should there be a charge associated with the type of request you are making.)

If you have any question about this process, please reach out to us at **888-202-1671**

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