

The Vancouver Clinic

Electronic Record Delivery (Secure Portal)

Q & A

Why is my email address needed?

This is how you will be notified when your records are ready and how to access them.

Can I provide the email address of someone other than myself?

Yes.

How will I access the records?

You will receive an email from CIOX Health containing instructions for accessing the records.

How long will I have to view the records?

You will have 30 days from when you receive email notification that the records are ready.

What format will the records be in?

Adobe PDF Files.

Can I print or download the records from the website?

Yes.

A fee may be associated with your request, if so, an invoice will be included with the records.