MyImages Quick Start Guide

http://www.clevelandclinic.org/myimages/maincampus

The MyImages application is an online form used to request a copy of your imaging studies done throughout the Cleveland Clinic Health System.

To use the online request form you must be either the patient or the patient guardian and have had your images taken at a Cleveland Clinic location in Ohio and you must be either sending the images to the patient’s address or picking the images up at the Cleveland Clinic in Cleveland, Ohio.

I. Patient Validation:

To use the online request form you must fill in the patient First Name, Last Name, Birth Date, Gender, CCF#, and the Location of the visit (Ohio or Florida). This information must match exactly with Cleveland Clinic information to process the request online. Users unable to submit an online request are directed to a page with instructions on submitting a request via Fax.

You must also agree that you are either the patient or the legal guardian of the patient (this is also verified manually by the Image Library in cases where the requestor is not the same as the patient, or in a case where the patient address is not the same as what EPIC has on file for the patient).

All fields marked with * are required.

---

**Patient Validation**

First Name: 
Last Name: 
Date of Birth: 
Gender: ☐ Male ☐ Female
CCF#: 
Location of Visit: ☐ Ohio ☐ Florida

---

By clicking here, I agree that I am the patient or legal guardian and have rights to this information.

---

Click on the **CONTINUE** button to Continue to the Image Request Form.
2. Request Form

After passing patient validation, the user continues to the Online Medical Image Release form. Patient, Recipient, and Image information is entered:

- Patient Information
  - First Name
  - Last Name
  - Date of Birth
  - Gender
  - Last Four SSN
  - Address 1
  - Address 2
  - City
  - State/Province
  - Zip/Postal Code
  - Country
  - Telephone

Fill in the remainder of the patient information including the last 4 digits of your social security number, address and phone number. Required fields are marked with an "*"

- Recipient Information
  - First Name
  - Last Name
  - Address 1
  - Address 2
  - City
  - State/Province
  - Zip/Postal Code
  - Country
  - Email

Fill in the recipient information including First Name, Last Name, Address, and the recipient’s email address (Email address is only used for automated email notifications). Required fields are marked with an "*"

- Image Information
  - Date of Exam
  - Reason for Disclosure
  - Delivery Type
  - Image Type
  - Additional Information

Fill in the information for the image copy you are requesting. Add any additional information you think might be helpful for locating your images.
3. Sign and Submit

The last step for the requestor is to sign and submit the request form. A captcha field (scrambled letters) is used to screen out unwanted internet submissions. An audio version of the scrambled letters is available by clicking the Get Audio Code link. Click on SUBMIT to submit the form. To reset all of the fields back to blank, click the RESET button.

4. Confirmation and Request ID#

Your request form was successfully submitted,

Your form number is # 1065. Please save this number for future reference.

The turn around time for your request will take 24 to 72 hours. If you have questions please contact us by phone at 216.444.6651, or toll free 1.800.CCF.CARE (1.800.223.2273) ext. 46651. Our hours of operation are 7:00am to 5:00pm EST; our voice mail will be on after hours.

- Back to the Cleveland Clinic home page: (http://my.clevelandclinic.org)
- Back to the Imaging Institute page: (http://my.clevelandclinic.org/radiology)
- Back to the Online Image Copy Request form: (Online Image Copy Request)

Thank you,
The Cleveland Clinic Imaging Library
9500 Euclid Avenue, HB-6
Cleveland, OH 44195
216.444.6651
1.800.CCF.CARE (1.800.223.2273) ext: 46651

5. Automated Emails

1. If you have filled in the recipient email address, you will received a confirmation email with a request ID#.

2. When a request is submitted, the Image Library receives an email that they have a request waiting to be processed.

3. When a request is marked complete, you will also receive an email with pickup or delivery instructions. If you have not filled in your email address and your images are to be picked up, you will receive a phone call from the Image Library when your images are ready.