



PatientConnect User Guide

Updated: May 2025

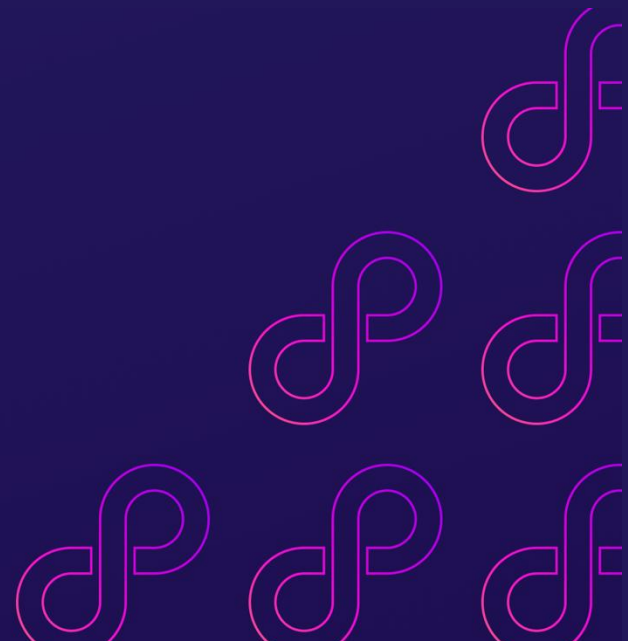


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Account Creation

Once your healthcare facility releases your records, you will receive two emails:

- The first email will notify you that your documents are ready. Example email shown below.
- The second email will contain a temporary password. Your username will be your email address.

Login now to view your records from Custodian Demo.

Hi John,

You medical record and imaging from **Custodian Demo** are now available in your Clearpath account. Login to view your records, understand reports with visual tutorials, and share your records with healthcare providers and family members.

Your login information:

- Email address: akappaz@myclearpath.com
- Password: A temporary password has been sent to you in a separate email (if you are a first time user)

3 ways to login to Clearpath:

- Patient Portal: Access the [Patient portal](#) from a web browser
- iOS App: Download the [Clearpath app for iOS](#)
- Android App: Download the [Clearpath app for Android](#)



If you do not receive these emails, please confirm with your healthcare facility that your email address was entered correctly. You can also contact us at help@myclearpath.com for assistance.

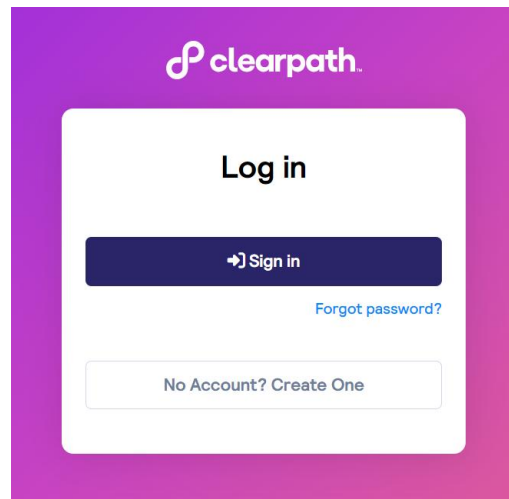
Alternatively, you can create an account directly by visiting:

<https://patient.myclearpath.com/login> and selecting "No Account? Create One"

The image shows a mobile app login screen for Clearpath. At the top is the Clearpath logo. Below it is a white card with a purple border. The card has a 'Log in' title. There are two input fields: 'Email Address' with a placeholder 'Username' and a password icon, and 'Password' with a placeholder 'Password', a password icon, and an eye icon. Below the password field are two links: 'Remember me' with an unchecked checkbox and 'Forgot password?'. At the bottom of the card are two buttons: a dark blue 'Log In' button and a light blue 'No Account? Create One' button.

Login

Once your account is setup, you can sign in at the Log in Page using your email and password.



How To View Images

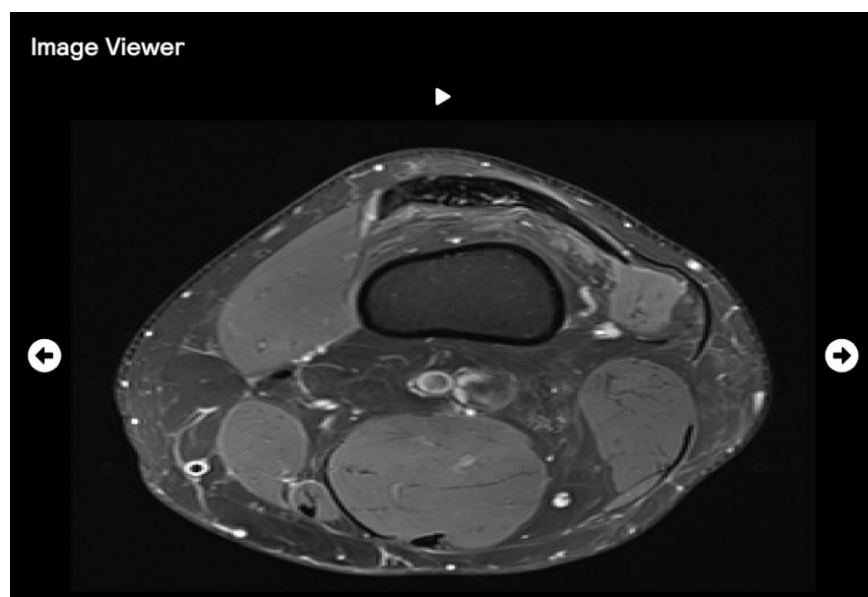
1. Click on **My Records** tab.



2. Select the **eye icon**.



3. View your images:
 - a. You can play the full image set as a series.
 - b. Or scroll through each image slice manually.

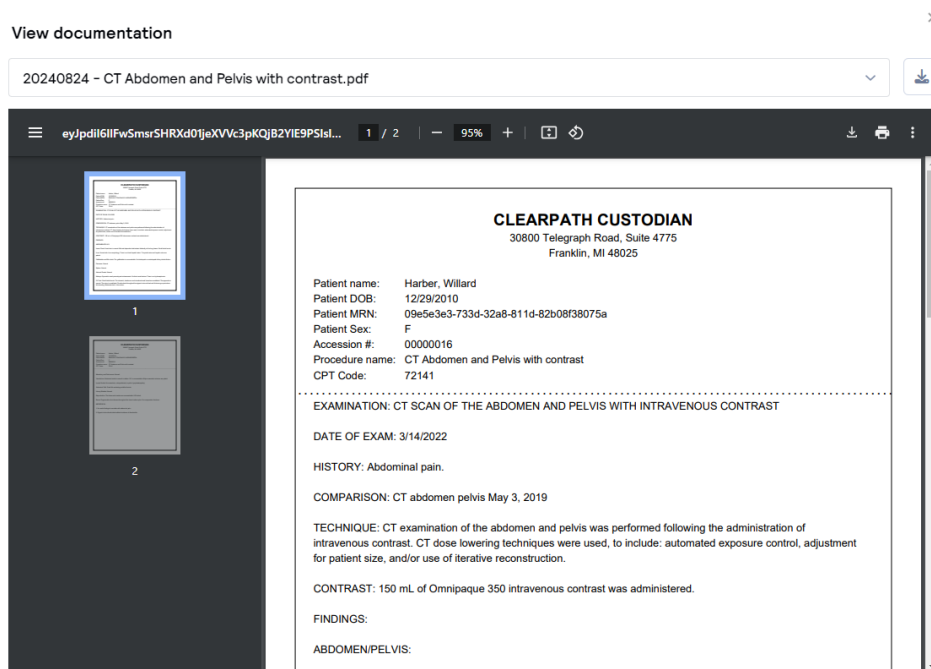


How to View Reports

1. Click the **View Documents** icon.



2. Select and review your report.

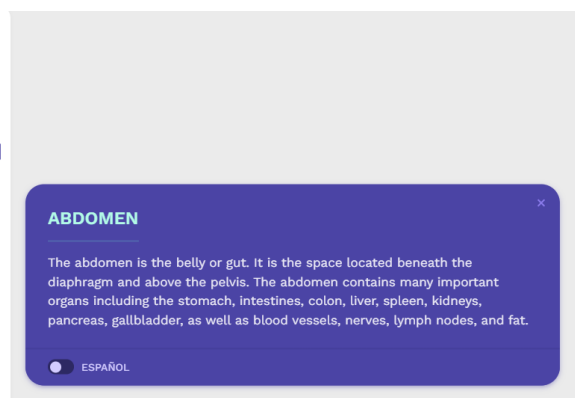
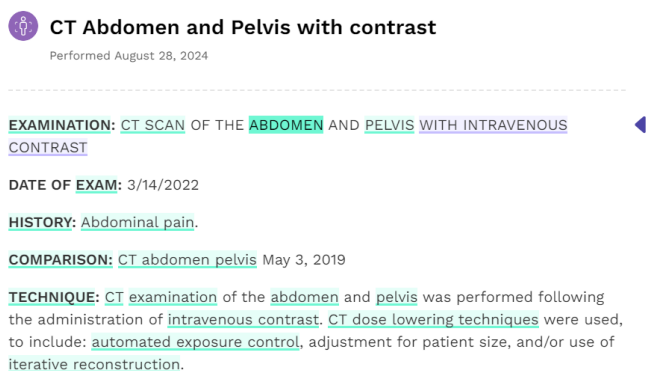


How to View Enhanced Reports

1. Click the **Enhanced Report** icon.

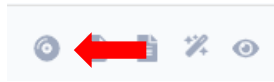


2. Explore the interactive report:
 - a. **Green-highlighted terms** provide definitions.
 - b. **Purple-highlighted terms** include diagrams and definitions.



How to Share an Image

1. Click the **Share Image** action icon.



2. Enter recipient's information.

Send image in ISO format to the following recipients: ×

Disable download link after days

☐ Disable download link after it has been accessed times

First name	Last name	Email	Action
No rows			

First name

Last name

Email

3. Click **Add Notification Recipient**, then select **Submit**.

[Add notification recipient](#)

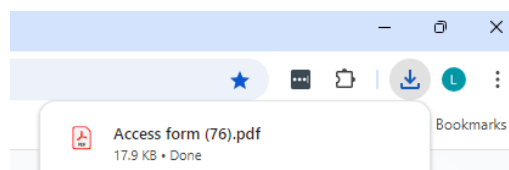
Submit

How to Obtain an Access Form


1. Click the **Access Form** icon.



2. The document will automatically download.



3. Print the form and give it to your provider.

Please share this page with your healthcare provider. 

Medical Imaging Access Form

Provider instructions to view and download patient's imaging records:

PATIENT:
Patient Name: Doe, John
DOB: 1975/01/01

WHAT'S INCLUDED:
1 record(s)

Access Expires:
Oct 09, 2024

Quality: Diagnostic
Compression: None
Format: DICOM

HOW TO ACCESS IMAGING:

1. Open Chrome or Firefox and visit:
<https://prod.myclarpath.com/view>
2. Enter the security code:
E88-CFA-FF8
3. Enter the password (patient's DOB):
1975/01/01

STEPS TO VIEW:

1. Follow the access instructions above.
2. You will see a list of exams, newest first.
3. Click "Imaging" to view instantly using the web viewer.
4. To view imaging offline, download and use the included DICOM viewer.


STEPS TO DOWNLOAD & IMPORT:

1. Follow the access instructions above.
2. Click "Download", select images, and download the ZIP file.
3. Right click the downloaded file. Select "Extract All" to unzip.
4. Select the unzipped folder in your standard import tool to import to PACS.

For any issues please contact Clearpath support at 888-757-1255 or email support@myclearpath.com

Requesting Images and Records


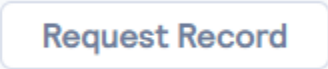
1. Log into Clearpath and click **Request Record**.

 John Doe ▾

My Records Request Record Pending Approval Shared With Me Data Request My Identity

Date requested	Facility name	Status	Submitted for	Action
Dec 5th 2023 11:32:32 MST		Completed		

2. On the bottom right, select **Request Record** again.

3. Choose the facility you are requesting from and provide the following:
 - Type of records
 - Body part
 - Date range

Create new record request

×

You are about to request your record from the following organization.

Record custodian

Clearpath Custodian

▼

Records to request

☒ Images (including radiology reports)

Body parts

☐ Brain
☒ Head and neck
☐ Spine
☐ Chest
☐ Abdomen and pelvis
☐ Upper limb
☐ Lower limb
☐ All

Date from

04/30/2020

📅

Date To

05/13/2020

📅

4. Agree to the terms and conditions, then click **Submit**.

☐ I agree to the terms and conditions
[View authorization form](#)

Submit

Manage Your Account

Go to the **My Identity** tab.

From here, you can:

- Upload a photo of your driver's license
- Upload your signature
- Update your name, email address and mailing address

clearpath

My Records

Request Record

Pending Approval

My Identity

Profile

Change Password

First Name

John

Last Name

Doe

DOB

01/01/1975

Email

Imatthews@myclearpath.com

Phone

Phone

Address

Address

Driver license photo

clearpath

Select file

Signature

Upload Signature

Frequently Asked Questions

How do I request my records through Clearpath?

You can request records by navigating to the Request Records tab in your Clearpath account. For detailed instructions, please see page 7 – Requesting Images and Reports in the user guide.

What is the turnaround time to receive my images once requested?

Turnaround times vary depending on the facility. If you have questions about expected timeframes, we recommend contacting the facility directly. If it's been an extended period, feel free to reach out to us at help@myclearpath.com and we'll follow up on your behalf.

Why weren't my records released immediately?

When records are requested through Clearpath, the facility must first verify your identity before releasing them. This verification process can cause delays. Please refer to the turnaround time information above for more details.

How do I access my images?

You can view your images under the My Records tab. For step-by-step guidance, see page 4 – How to View Images.

How do I access my reports?

Reports are available in the My Records tab as well. Instructions can be found on page 5 – How to View Reports.

How do I share my images with my provider?

There are two ways to share your images:

Email your images directly (see page 6 for instructions), or

Print an Access Form and provide it to your healthcare provider (refer to pages 6–7 for details).

Support Contact

For questions or technical support, please contact us:

help@myclearpath.com

(888) 757-1255