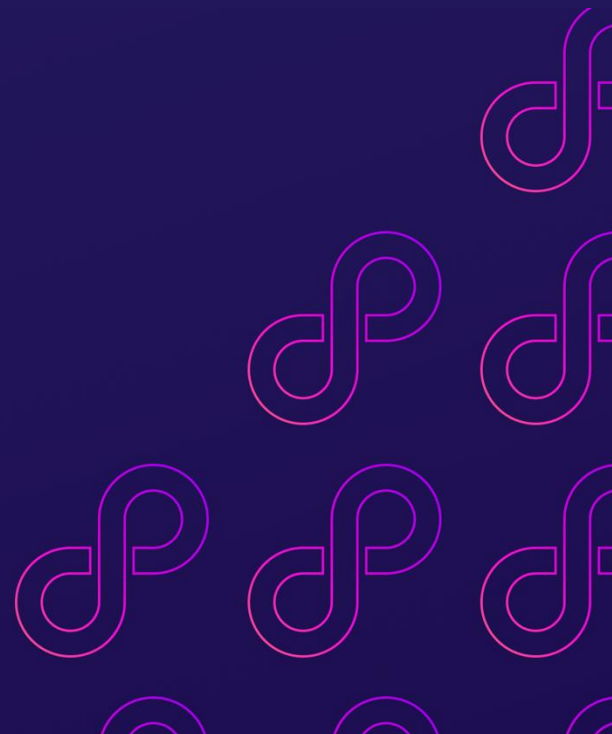




PatientConnect User Guide: *Mobile Application*



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Account Creation

Once your Healthcare Facility releases your documents you will receive the following e-mail.

Login now to view your records from Custodian Demo.

Hi John,

Your 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](#)



Along with this e-mail you will receive a secondary e-mail with your temporary password. Your username will be your e-mail address.

If you do not receive an e-mail, please verify with your Healthcare Facility that your e-mail was entered in correctly.

You can also create an account by going to <https://patient.myclearpath.com/login> and selecting No Account? Create One

3:05

clearpath

Log in

Email Address

Email Address

Password

Password

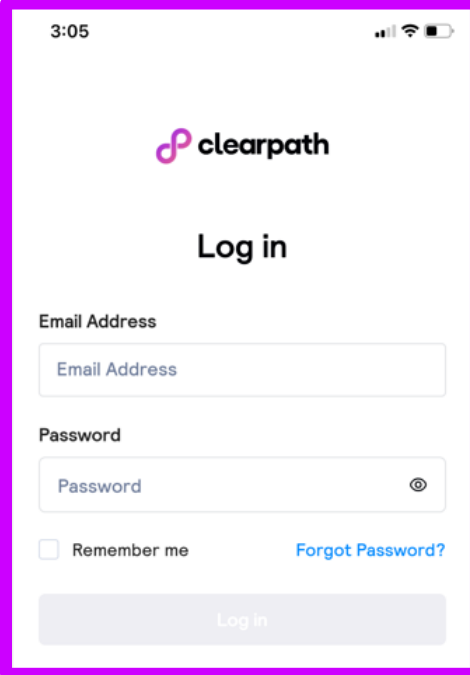
☐ Remember me [Forgot Password?](#)

Log in

No Account? Create One

Login

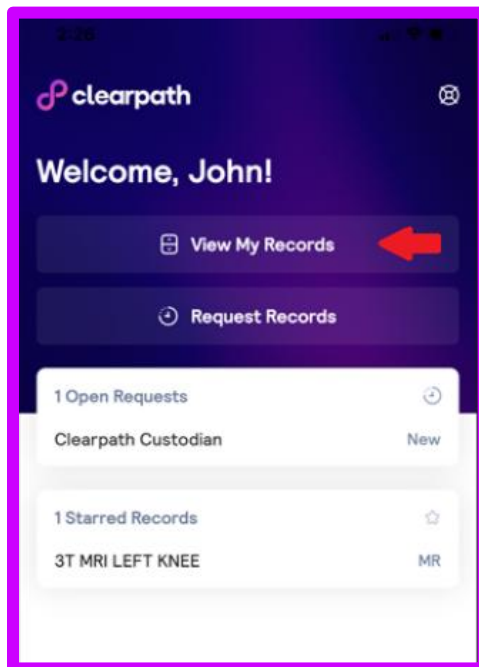
Once you have an account you can Sign In on the Login Page.



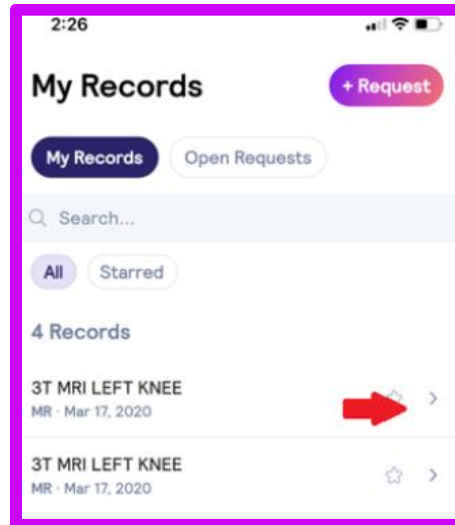
A screenshot of the Clearpath mobile app login screen. The screen is white with a purple border. At the top, the status bar shows the time 3:05 and signal/battery icons. The Clearpath logo is centered at the top. Below it, the text "Log in" is displayed. There are two input fields: "Email Address" and "Password". The "Email Address" field has a placeholder text "Email Address". The "Password" field has a placeholder text "Password" and a toggle icon on the right. Below the password field, there is a checkbox labeled "Remember me" and a link "Forgot Password?". At the bottom, there is a "Log in" button.

View Images and/or Records

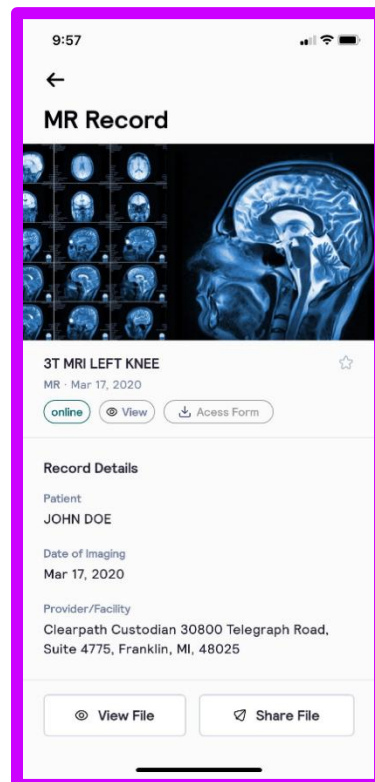
1. Select My Records



1. Select Record



2. Select View

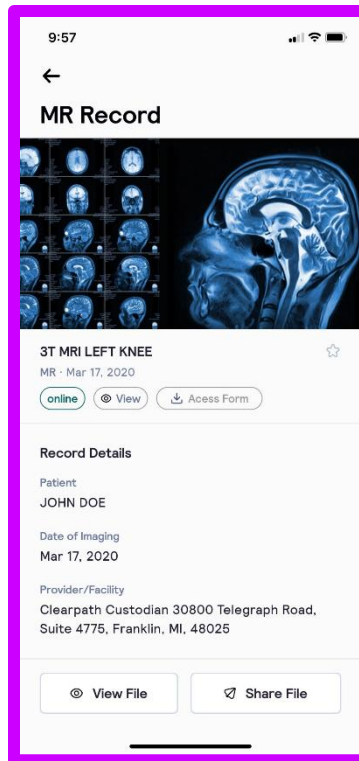


3. View Image

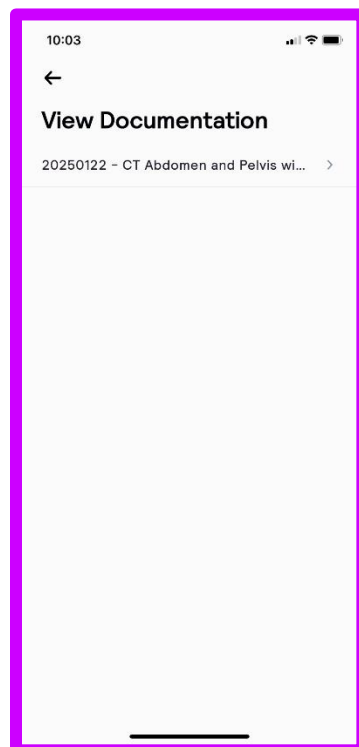


View Report

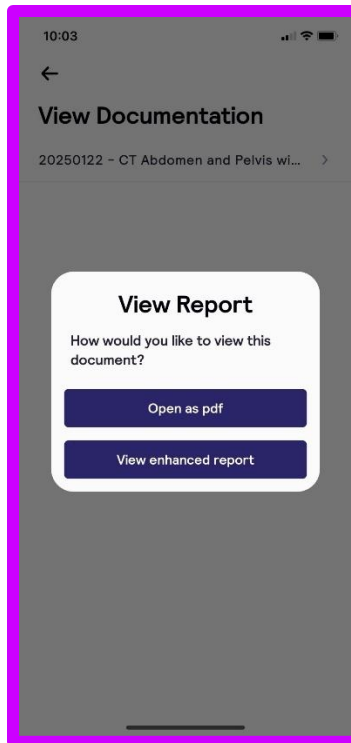
1. Select View File



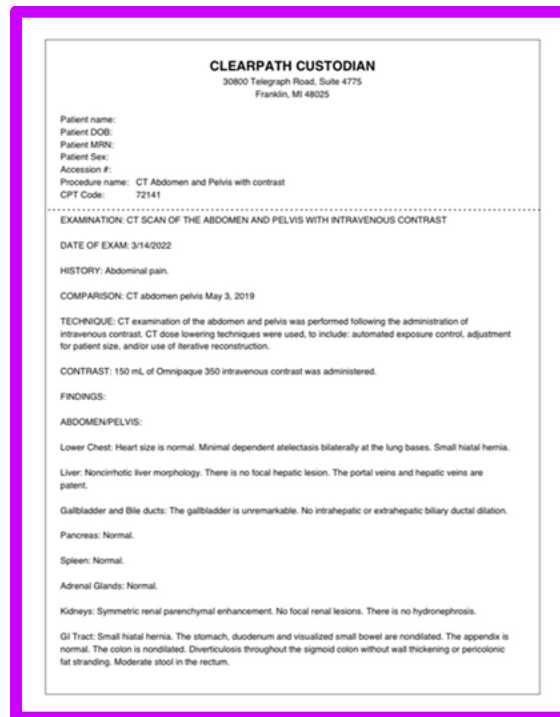
2. Select Report



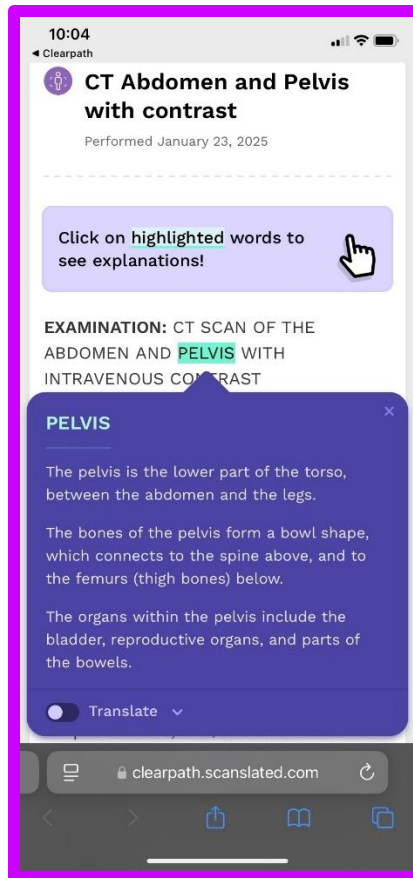
3. Select to view PDF or Enhanced Report



4. View As PDF

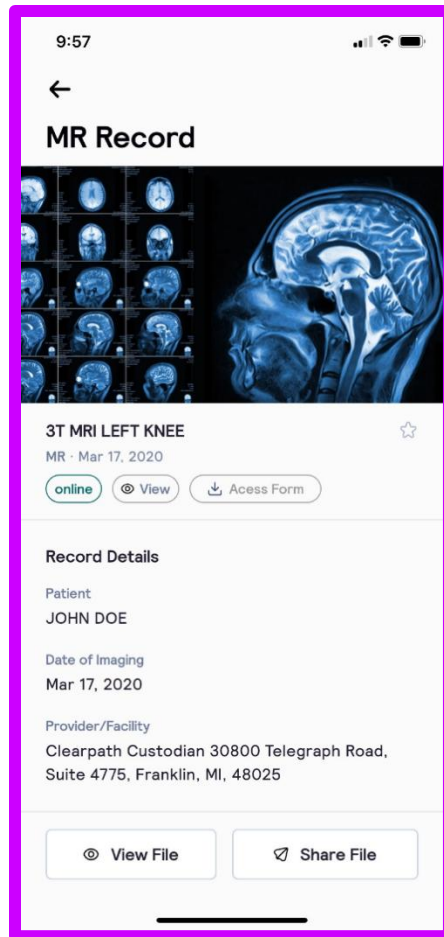


5. View As Enhanced Report

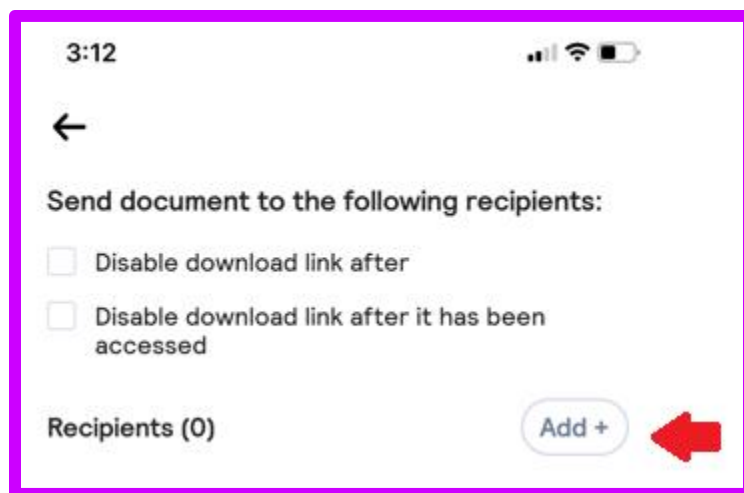


Share an Image

1. Select Share Button under Record



2. Select Add Recipient



3. Add Recipient Name and E-mail

3:13

←

Add Recipient

First Name

First Name

Last Name

Last Name

Email

Email

Add

4. Select Share ISO

3:13

←

Send document to the following recipients:

☐ Disable download link after

☐ Disable download link after it has been accessed

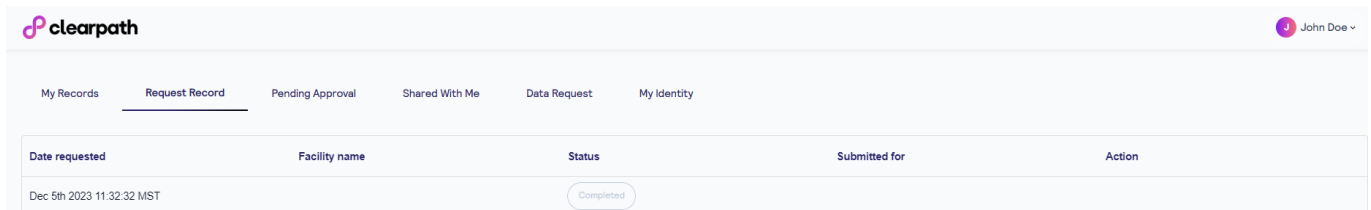
Recipients (1) Add +

john doe
lmatthews@mycleapth.com

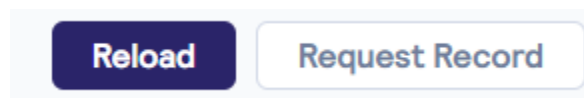
Share ISO

Requesting Images and Records

1. Log into Clearpath, select **Request Record**



2. Select **Request Record** on the bottom right side of the page



3. Select Facility in which you would like to request records from and Select Records to request, Body part, and 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

03/12/2025



Date To

03/19/2025



Other information

Submit

4. Agree to the terms and conditions and select Submit


☐ I agree to the terms and conditions

[View authorization form](#)

Submit

Support Inquiries

Clearpath Support is here for you:

 **Phone:** (888) 757-1255 (Monday–Friday, 9 AM – 5 PM EST)

 **Email:** help@myclearpath.com

Frequently Asked Questions

How do I request my records through Clearpath?

Records can be requested via the Request Records tab. Please refer to page 7, Requesting Images and Reports

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

Turnaround time can depend on each facility. If you have any questions regarding timeframes, please reach out to the facility in question.

Why weren't my records released immediately?

Records take time to process, if requested via Clearpath, your facility must confirm identity before releasing. Please see turnaround time above for further details.

How do I access my images?

Images can be accessed under the My Records tab. Please refer to page 4, How to View Images

How do I access the reports?

Reports can be accessed under the My Records tab. Please refer to page 5, How to View Reports

How do I share my images with my provider?

There are two ways to share images with your provider. You can either e-mail your images (Please refer to page 6) or by printing out an Access Form and handing it to your provider. (Please refer to page 6-7)

