



How Nicklaus Children's Hospital Uses HealthSource Patient Request to Improve Patient Access to Health Information

Online access to medical records

Like many healthcare facilities, Nicklaus Children's Hospital was forced to close their Health Information Management department to the public at the beginning of the COVID-19 pandemic. To continue providing patients and their families access to medical records, Nicklaus Children's Hospital implemented Ciox's HealthSource Patient Request, which allows families to request medical records anytime, from anywhere.

- Patient Request offered full customization and easy implementation – without having to change Nicklaus Children's Hospital's existing request form.
- It facilitated the process of obtaining the required authorization in a way that is safe for patients, families, and the staff.
- Requestors are able to submit a photo ID and verified phone number directly through Patient Request, simplifying authentication for patients and staff.
- And with the option of retrieving medical records electronically through a secure link sent via email, the entire process can be managed safely from home.



About Nicklaus Children's Hospital

- South Florida's only licensed specialty hospital exclusively for children
- 309-bed hospital is home to the largest pediatric teaching program in the southeastern US
- Nationally ranked in five pediatric specialties in the *U.S. News and World Report* Best Children's Hospitals for 2020-21 rankings
- Nearly 800 attending physicians and more than 475 pediatric subspecialties

NEARLY 900
Requests in 1 month

75%
Utilize eDelivery

56%
Use mobile device

95%
Users rate as easy to use

[RECENT RESULTS]

"Ciox's Patient Request has enabled Nicklaus Children's Hospital's patients and families to obtain medical records from the comfort of their homes. We have received positive feedback from families who appreciate the user-friendly features and found it to be an excellent tool for requesting records. My team and I also like the reporting utilization dashboard."

Heidi Navarette, RHIA, CCS • Senior Director, HIM Services

User friendly!

Excellent tool!

Awesome feature!