

## **FAQS**

### **Are we still offering CDs?**

*Yes, CDs are still available if the provider requires them for surgical planning purposes, etc.*

### **Are front desks at all our locations using ClearPath?**

*No, currently only TR 37, CMCH, and Galloway have access to release **images only** through ClearPath. All other offices are following the previous image release workflow. Medical Records is also releasing images **and reports** through ClearPath, and patients that request medical records on the AMI website are directed to ClearPath to do so.*

### **Does ClearPath process records requests for us?**

*No, ClearPath does not process records for us, and records are not auto released. The Medical Records Department processes patient requests that come through the AMI website, as well as use it for their manual patient release workflow, and front desk team members from the 3 locations mentioned above release images to patients upon request.*

### **How do patients get support with account issues?**

*ClearPath provides tech support for patients who are having issues with creating, logging into, navigating the platform, etc. Please see the information below about how they can best contact ClearPath Support.*

*Patients can reach out via phone @ 888-757-1255 and select option 1 to reach support.*

*Patients may also email [help@myclearpath.com](mailto:help@myclearpath.com). They can request a call back and leave their phone number, which is often the fastest way to connect with our team.*

*ClearPath is also exploring agentic AI to help manage call volumes during peak hours. This is their next support initiative which is focused on improving response times and overall patient experience!*

### **How can AMI staff get support with account issues?**

*If a user from AMI needs support, please utilize [provider@myclearpath.com](mailto:provider@myclearpath.com). This is a prioritized queue for support and AMI.*

**Does the patient need to create a ClearPath account to access images or for their provider to access images?**

*No, the patient does not have to create a ClearPath account for their images to be accessed. However, without an account, the images need to be accessed within 30 days before the link is dead. The link and secure login information for patients/providers is on the paper disc.*

**What are the benefits of the patient creating a ClearPath account?**

- *Patients can request images/reports through ClearPath; no phone call or trip to the office required!*
- *Patients have access to the images that we push to them as long as they have their account!*
- *Patients can share their images by email!*
- *Patients can generate a paper disc themselves!*
- *Patients can easily add dependents to their account!*

**Can the patient have dependents on their account?**

*Yes, once patients have created their account, they can easily add dependents and request/receive images and reports for them.*

**How long will the patients have access to their images and reports once they are pushed to their account?**

*Patients will have access to images/reports in their account for as long as they have the account.*