

ClearPath Overview – What the Document Covers

- Where ClearPath is currently being used
- How image release requests are handled
- Patient access (with and without an account)
- Support contact information for both patients and AMI staff
- Key benefits of creating a ClearPath account
- Dependent access and long-term image availability

Important Reminder

Patients may still utilize Open Dr. to access their reports. ClearPath can be used for both reports and images, and offers additional functionality for patients who create an account (including long-term access and the ability to share images electronically).

NEW – Scheduling-Specific FAQs: What to Tell Patients

When a patient calls requesting CDs, what exactly do we tell them?

AMI is phasing out physical CDs. They are still available when medically necessary; however, we are now working more with the electronic version through ClearPath, which is faster and more reliable.

Do patients have to go to the ClearPath site?

Yes. On the AMI website there is a tab to access images and set up a ClearPath account. Once an account has been set up, the patient will need to submit a request. Multiple requests can be made.

What if the patient is not able to access or use the AMI website?

Transfer the patient to Medical Records — the team can initiate the request form on the patient's behalf.

Alternatively, a family member may set up a ClearPath account and submit a request, provided proper HIPAA authorization is in place.

Do we transfer to Medical Records?

If the patient is unable to submit electronically, you can transfer them to Medical Records, and the team will submit a request for the patient.

If the patient doesn't want to come into the office, how do they fill out the form?

Advise the patient that submitting an electronic request through ClearPath is the simplest and preferred method to request records.

However, if a patient does walk in, they can request and receive a paper disc.

You could also transfer the call to Medical Records, and the team can submit a request on the patient's behalf.

Key Takeaways for Scheduling

- Electronic requests via ClearPath are the preferred method — faster and more reliable than physical CDs.
- Physical CDs are still available when medically necessary.
- Patients can set up a ClearPath account via the AMI website (Images tab).
- If the patient cannot access the website, transfer to Medical Records or a HIPAA-authorized family member can submit on their behalf.
- Walk-in patients can still receive a paper disc on-site.
- Patients may still use Open Dr. for reports. ClearPath covers both reports and images.