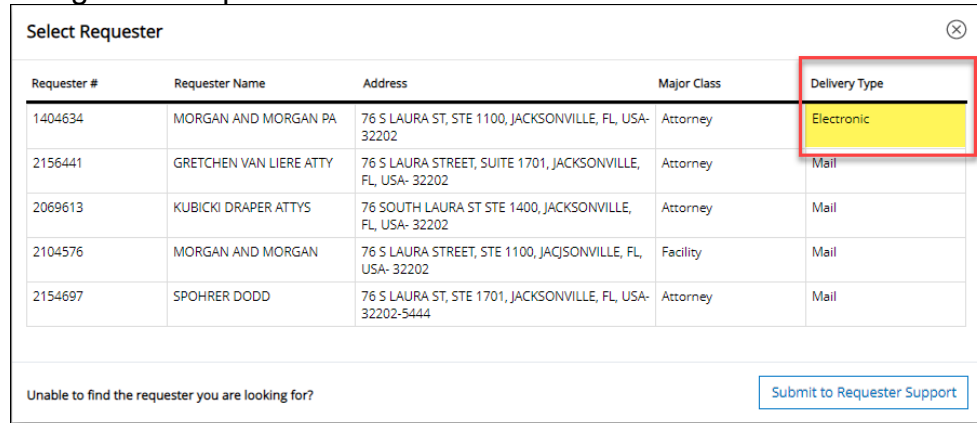


## Overview

This document will describe the differences between the delivery methods of electronic and eDelivery and will also cover when to check the Requested Electronic Delivery checkbox.

## Electronic

Electronic is ONLY to be utilized when it is the default delivery method for a requester in the system. When a requester has this listed as their default, it means they have a Ciox eDelivery account. They will receive an email when their request has been fulfilled and can go to their portal account to retrieve the records.



Requester #	Requester Name	Address	Major Class	Delivery Type
1404634	MORGAN AND MORGAN PA	76 S LAURA ST, STE 1100, JACKSONVILLE, FL, USA- 32202	Attorney	Electronic
2156441	GRETCHEN VAN LIERE ATTY	76 S LAURA STREET, SUITE 1701, JACKSONVILLE, FL, USA- 32202	Attorney	Mail
2069613	KUBICKI DRAPER ATTYS	76 SOUTH LAURA ST STE 1400, JACKSONVILLE, FL, USA- 32202	Attorney	Mail
2104576	MORGAN AND MORGAN	76 S LAURA STREET, STE 1100, JACKSONVILLE, FL, USA- 32202	Facility	Mail
2154697	SPOHRER DODD	76 S LAURA ST, STE 1701, JACKSONVILLE, FL, USA- 32202-5444	Attorney	Mail

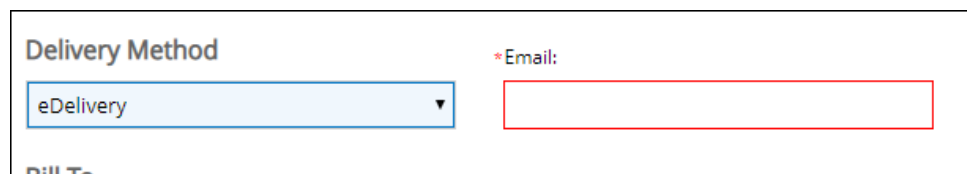
Unable to find the requester you are looking for? [Submit to Requester Support](#)

If you select “electronic” for any other requester where it is not already their default, the records will be delivered via mail.

## eDelivery

eDelivery can be utilized for Patients, Continuing Care (COC) and Patient Directive requests initiated by a third party. Third party patient directive requests would be from attorney, insurance or copy service.

When you select eDelivery, you will be prompted to enter an email address. Once fulfilled, the requester will receive an email that their records are ready on our Portal.



Delivery Method: eDelivery

\*Email:

**Note:** eDelivery can only be used for Patients, Continuing Care and Patient Directive request types.

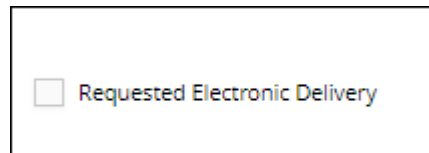
**Note:** Entering a different bill to/ship to address will override the HealthSource system logic and revert to mail rather than eDelivery. If records are to be electronically delivered, the bill to/ship to address should be the same.

Continued on next page



## Requested Electronic Delivery Checkbox

This field is to be checked when the requester asks for the records to be delivered electronically. Regardless of the actual delivery method the records end up being released, check this box if they requested them electronically. There are some states that must charge electronic rates if the requester asked for them to be delivered electronically, even if they are delivered via another method such as mail.

A screenshot of a web form element. It consists of a white rectangular box with a thin black border. Inside the box, on the left, is a small, empty square checkbox. To the right of the checkbox, the text "Requested Electronic Delivery" is displayed in a blue, sans-serif font.

Checking this box does not influence how the records are delivered, that is based on delivery method, but it does influence the pricing on the backend.



If you are in a state that requires records to be electronically delivered if requested in that manner, please select “eDelivery” and enter the email address.