

How to Access and Print Your Medical Records

Using the athenahealth Patient Portal

You can access, download, and print your medical records through your [athenahealth Patient Portal](#). This allows you to obtain your records without having to contact the office for a copy.

Important: For Your Privacy and Security

- Do not share your Patient Portal password with anyone.
- Do not use a public computer to access your medical records.
- Log out of the Patient Portal when you are finished.
- Keep downloaded medical records in a secure location.

Step 1: Go to the Patient Portal

- 1 Open an internet browser on your computer, tablet, or smartphone.
- 2 Go to the [Kirchner Women's Clinic Patient Portal](#).
- 3 Click **Log in with athenahealth**.
- 4 Enter the email address and password associated with your Patient Portal account.
- 5 Complete any security verification requested.

Don't have a Patient Portal account?

[Contact Kirchner Women's Clinic](#) to request an invitation or assistance with registering for the Patient Portal. athenahealth also recommends contacting your healthcare provider if you cannot locate your practice's Patient Portal.

Step 2: Go to Your Health Records

Once you are logged in:

- 1 Look at the menu on the left side of the screen.
- 2 Click **My Health**.
- 3 At the top of the page, click **Health Records**.

Step 3: Select the Records You Want

- 1 Select the date range for the records you need.

- 2 You may be able to choose:
 - **All Time:** for your complete available health record
 - **Custom Date Range:** to select specific dates
 - **Single Date:** to obtain information from one date of service
- 3 Review the available record/document options.
- 4 Select the information you want to receive.

***Tip:** If you are trying to obtain your complete available medical record, select the largest available date range.*

Step 4: Download Your Records

- 1 Select the **Download** option.
- 2 Follow the instructions on the screen.
- 3 Your records will be downloaded to your device.

Depending on the information available in your portal, your download may contain multiple files or documents.

Step 5: Find Your Downloaded Records

On a computer:

- 1 Open your **Downloads** folder.
- 2 Locate the file you just downloaded.
- 3 If the download is a ZIP file, right-click the file.
- 4 Select **Extract All**.
- 5 Open the extracted folder to view your records.

Step 6: Open and Print Your Records

- 1 Open the medical record/document you want to print.
- 2 Select the **Print** icon, or press:
 - **Ctrl + P** on a Windows computer
 - **Command + P** on a Mac
- 3 Select your printer.
- 4 Choose the pages or documents you want to print.
- 5 Click **Print**.

If You Cannot Access Your Records

If you are able to log in but do not see your health records, [contact Kirchner Women's Clinic](#) for assistance.

If you cannot remember your password, select **Forgot password?** on the [Patient Portal login screen](#) and follow the instructions to reset your password.

Need Help?

Please [contact Kirchner Women's Clinic](#) if you need assistance accessing your Patient Portal or locating your medical records.