



## IOD Web Download Portal

The PRISM Download Portal allows Requesters of Medical Records to download images of the medical records order directly to their PC in TIFF or PDF format. Orders are available for up to 90 days once made available, however, if a particular order is not downloaded in 20 days of becoming available, it will be printed and mailed and no longer be available for download. The instructions below will show the process for using this portal to locate particular order to download, and download them to your PC.

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## Locating Orders

1: To connect to the Download server click the PRISM Download Server link (left) pictured below.

2: The available orders appear. Note the filter options (Red highlight) and order list (purple highlight).

Patient	Site	Order #	Claim #	Pages	Order Date	Request Date	Download Date	Build Status
Aaa_Aaa	ST CHARLES HOSPITAL	18529290		16	6/17/11	6/29 8:31P	7/07 9:00A	Y
Number1_Test	ST CHARLES HOSPITAL	18525526		12	6/16/11	6/30 8:06A	7/05 5:21P	Y
Number2_Test	ST CHARLES HOSPITAL	18529127		17	6/17/11	6/30 8:22A		Y
Zzz_Zzz	ST CHARLES HOSPITAL	18529263		14	6/17/11			Y

Filter options are:

- **All orders:** All orders that are available to download whether already downloaded or not
- **Orders Downloaded:** All orders that have been downloaded at least once, but are still available to download
- **Orders Not Downloaded:** only orders not downloaded at least once already

**Note:** if more orders are available than can be displayed at one time, a list of “pages” will appear at the bottom to facilitate navigating between the pages of results.

3: Each row represents a distinct “order” or request submitted to IOD for records. The column meaning is defined below:

Log Out  
PRISM Requestor Portal  
PRISM Download Server  
Make a Payment

**TEST REQUESTER - 29529** available orders

Page Size: 25 Filter: All Orders Total Available: 4

Patient	Site	Order #	Claim #	Pages	Order Date	Request Date	Download Date	Build Status
<a href="#">Aaa_Aaa</a>	ST CHARLES HOSPITAL	18529290		16	6/17/11	6/29 8:31P	7/07 9:00A	
<a href="#">Number1_Test</a>	ST CHARLES HOSPITAL	18525526		12	6/16/11	6/30 8:06A	7/05 5:21P	
<a href="#">Number2_Test</a>	ST CHARLES HOSPITAL	18529127		17	6/17/11	6/30 8:22A		
<a href="#">Zzz_Zzz</a>	ST CHARLES HOSPITAL	18529263		14	6/17/11			

- **Patient:** The full patient name as submitted
- **Site:** The name of the facility to which the request was submitted
- **Order #:** The unique IOD assigned number for this order
- **Claim # :** The reference or claim # noted in the request letter
- **Pages:** The number of pages in the Medical Record
- **Order Date:** The date the order was entered into IOD’s system
- **Request Date:** The date the user clicked the build documents button.
- **Download Date:** The Date the records were downloaded for the first time.

4: Sort the Results by using the Column Headings, if desired. Click any heading to sort by that heading.

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PRISM Download Server  
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**TEST REQUESTER - 29529** available orders

Page Size: 25 Filter: All Orders Total Available: 4

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<a href="#">Number1_Test</a>	ST CHARLES HOSPITAL	18525526		12	6/16/11	6/30 8:06A	7/05 5:21P	
<a href="#">Number2_Test</a>	ST CHARLES HOSPITAL	18529127		17	6/17/11	6/30 8:22A		
<a href="#">Zzz_Zzz</a>	ST CHARLES HOSPITAL	18529263		14	6/17/11			
<a href="#">Aaa_Aaa</a>	ST CHARLES HOSPITAL	18529290		16	6/17/11	6/29 8:31P	7/07 9:00A	

## Download Process

1: Click the name of the patient on the order you desire to download

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**TEST REQUESTER - 29529** available orders

Page Size: 25 Filter: All Orders Total Available: 4

Patient	Site	Order #	Claim #	Pages	Order Date	Request Date	Download Date	Build Status
<a href="#">Aaa_Aaa</a>	ST CHARLES HOSPITAL	18529290		16	6/17/11	6/29 8:31P	7/07 9:00A	
<a href="#">Number1_Test</a>	ST CHARLES HOSPITAL	18525526		12	6/16/11	6/30 8:06A	7/05 5:21P	
<a href="#">Number2_Test</a>	ST CHARLES HOSPITAL	18529127		17	6/17/11	6/30 8:22A		
<a href="#">Zzz_Zzz</a>	ST CHARLES HOSPITAL	18529263		14	6/17/11			

2: If this is the first time to download the record (today) then the *request documents* screen will appear:  
Click **“Build Documents”**

Log Out  
PRISM Requestor Portal  
PRISM Download Server  
Make a Payment

**TEST REQUESTER** request documents

Order Number 18529290  
Invoice Number 15399464  
Total Pages 16

[<< All Orders](#) [Build Documents](#)

**Note:** If the records have already been downloaded, the *download documents* screen may appear. Go to step 4.

3: The screen changes to the image below. This screen indicates that IOD's server is in the process of producing an un-encrypted form of the medical record for you to download. This process takes several seconds for a small image, and up to a minute or more for very large documents. **Click the "Refresh" button periodically to get a status update. Remember, this may take several seconds**

request document

Log Out  
PRISM Requester Portal  
PRISM Download Server  
Make a Payment

**TEST REQUESTER**

Order Number 18529290  
Invoice Number 15399464  
Total Pages 16

Documents building. When completed, you can download from this page.  
Please try again in a few moments.

<< All Orders Refresh

4: Periodically click the "Refresh" button to get a status update. When the images are ready, the screen will show the following. Choose "TIF" or "PDF" format, and click "DOWNLOAD"

download documents

Log Out  
PRISM Requester Portal  
PRISM Download Server  
Make a Payment

**TEST REQUESTER**

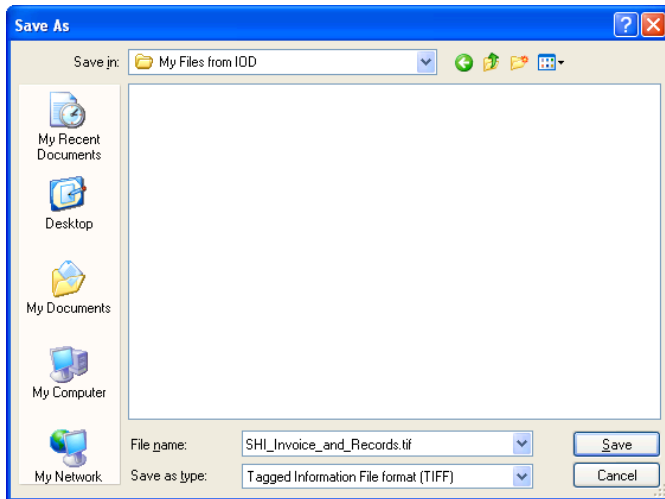
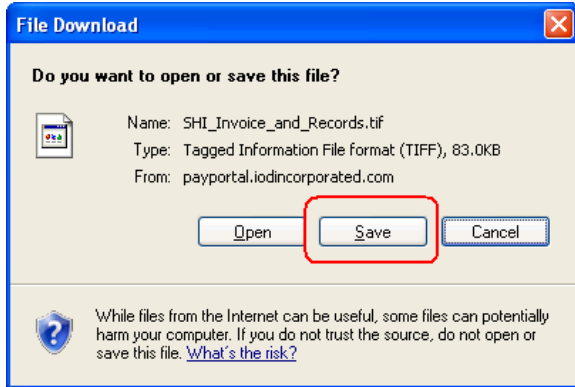
Order Number 18529290  
Invoice Number 15399464  
Total Pages 16

SHI\_Invoice\_and\_Records


Tif  Pdf


<< All Orders Download


5: Depending on your browser, a number of different screens may appear. Choose to “Save” the image to your computer in an appropriate location.




## Status Icons Legend

 This is the initial build state for an order. This means that the order is ready for download, but the documents need to be requested on the server by clicking the “Build Documents” button. The guy with his hand up is supposed to represent someone making a request.

 This icon is shown immediately after the user clicks “Build Documents”, and before it gets a place in the queue. You probably won’t see this icon unless the server is very busy.

 When the Build job gets a place in the queue, this green hammer & wrench icon is shown. It will remain this icon until the server has completed building the order’s documents.

 When the build job is complete and the documents are ready for download, this icon is shown.

 24 hours after building the order’s documents, they expire and are removed from the server. After they expire and are purged, this green version of the request icon is shown. The documents can be requested again by clicking the “Build Documents” button again.