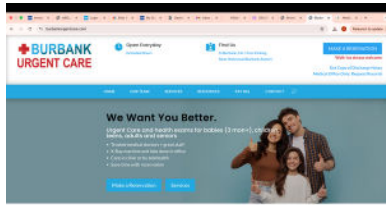
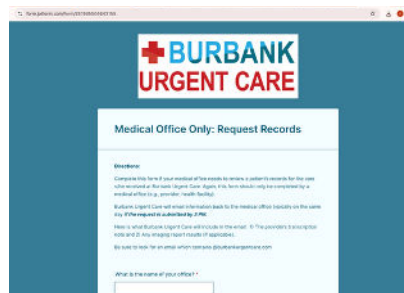


1. Go to burbankurgentcare.com

Click **Medical Office Only: Request Records**



Fill out and submit the form
Medical Office Only: Request Records



Requesting online?
We typically will get your office the records the **same day**.

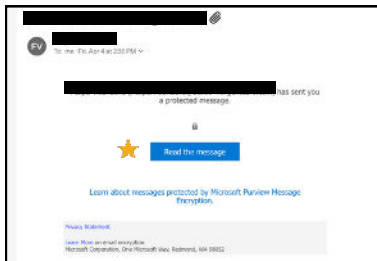
Requesting by phone?
Takes 1 to 2 days.

Burbank Urgent Care will verify the request.
We use a HIPAA secure system.
Typically we do it same day if you submit request by 3 PM.

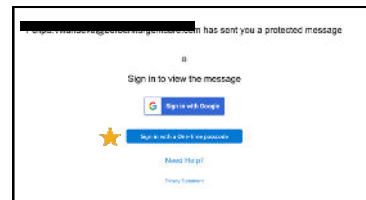


2. Later in the same day, check your email and do the following:

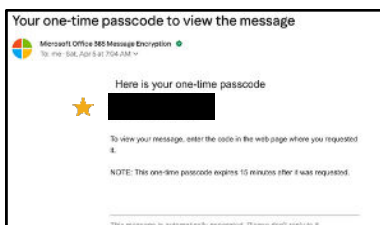
A Open the email from **@burbankurgentcare.com**. In subject, you'll also see **patient's name TBD**. Click button - **Read Message**.



Click button **Sign in with a One-time password**



B Check your email again and open the email from **Microsoft Office 365**. Subject will display: **Your one-time password....**



Copy and paste the password into the **one-time passcode text box** from previous email message and click the hyperlink - **Continue**

Download the PDF -
patient's records -
transcription notes and imaging report.

DONE ✓

