



## Patient Access Center Virtual Fax Frequently Asked Questions

### ProviderLink - Virtual Fax 1-855-246-2329 (1-855-CHOC-FAX)

#### What is ProviderLink - Virtual Fax?

ProviderLink is an Internet-based fax that allows us to access patient information anywhere in our organization.

#### How do I send faxes?

Send to 1-855-246-2329 just like a regular fax. To safeguard protected health information (PHI), you must include a cover sheet and/or a referral request form.

#### Also include:

- Sender name and contact number
- Recipient name and or division/specialist name
- Patient name and date of birth on *every page*

#### How do faxes get to the correct recipient?

Faxes are attached to a patient's virtual chart and placed in the appropriate queue. Separate faxes are needed for each patient being referred. Please indicate clearly on cover sheet when referring to more than one specialty.

#### What do I do if my fax was not successful?

If you have problems sending a fax, please call our physician concierge line at 1-888-770-2462.

#### I received a fax request for more information that includes a page with a bar code. How do I use this?

Use this bar-coded cover page as you would any other cover page. *Please note that bar codes are patient-specific.*

For further information, please contact the physician concierge line at 1-888-770-2462.