

Diagnostic imaging CD transition FAQs/Talking points

Q: Why is this location no longer providing CDs?

A: Digital solutions are more sustainable and align with our efforts to minimize our carbon footprint, it ensures your health information remains secure, and provides you and your doctor with faster imaging results, allowing for quicker treatment decisions.

Q: Isn't a CD safer than digital platforms?

A: No. Burning CDs introduces security risks. A physical CD can get lost, misplaced, damaged or stolen. Transitioning to digital methods ensures better data security through encryption and secure online transfers.

Q: Can my images be stolen digitally?

A: Keeping your personal health information secure is our top priority. Digital solutions have more enhanced security features and audit trails that are in compliance with healthcare regulations.

Q: How do I obtain digital copies of my diagnostic imaging results?

A: You are able to access your diagnostic imaging results securely and conveniently by signing into your MyChart account or receiving them via email.

Q: What if I don't have a MyChart account? How can I sign up?

A: You can sign up for a MyChart account using any computer, smartphone or tablet with Internet access. **Visit [HonorHealth.com/mychart](https://www.honorhealth.com/mychart)** for more information.

Q: How are my images kept secure if I choose to have them sent via email?

A: Your results are emailed to you using a secure image sharing platform called Ambra, a software company that HonorHealth uses for the managing and sharing of medical images and data between patients, providers and facilities. Ambra is integrated into Epic, our electronic health record system.

Q: Do I need an Ambra account to access my images via email?

A: No. An Ambra account is not required to access your images.

Q: What if I still want a physical CD, and don't want my images sent digitally?

A: You can contact the HonorHealth Medical Records Department to request a CD to be mailed to you, or you can pick one at HonorHealth Scottsdale Shea Medical Center or HonorHealth John C. Lincoln medical centers.

Q: What is the phone number for the HonorHealth Medical Records Department?

A: The phone number is 480-882-4040.