



## NEWS RELEASE

### **e-Request & d-Request - Digital Bridges to the Patient Community**

**Bryan, Texas, August 1, 2020** - **eRequest LLC**, a leading health technology company, has experienced dramatic growth in the use of its **e-Request** and **d-Request** platforms to help fulfill, deliver, and track patient requests for medical records and submission of disability forms. These innovative, contactless platforms add the ability for patients to easily request their records and submit their disability forms via their provider's website and receive instructions on how to securely and electronically retrieve requested medical records and completed disability forms.

**e-Request** helps automate the medical records request process by directing patients to a simple, intuitive HIPAA-compliant online request form that is available in a multi-lingual format using any digital device of their choosing. **d-Request** directs patients to a link on their Provider's website to submit disability forms online, significantly decreasing time and effort for the patient. Both systems communicate with patients through frequent processing status notifications and a link via text or email for easy online retrieval when requested records and completed disability forms are available.

These patient-centric online platforms make it easier than ever for patients to submit disability forms and request their medical records, equipping them to make informed, timely decisions about their care and to advocate more effectively for their health. "We put patients first by offering a more convenient and contactless way for them to request their medical records and submit their disability forms safely and securely with **e-Request** and **d-Request**," says Stephen Manske, chief executive officer at eRequest LLC.

Spurred partly by the pandemic, our everyday lives are changing. Digital, remote solutions are being leveraged as never before, as record numbers of people are working, socializing, and seeing the doctor without ever leaving home. It is incumbent upon companies like eRequest LLC to empower patients to seamlessly and digitally access their records and disability forms, according to Manske. Both eRequest LLC platforms are in place at a variety of healthcare sites, ranging from individual providers to large Integrated Delivery Networks — with additional doctors, hospitals, and health systems preparing to go live with these online patient initiatives.

The online platforms boast a nearly 100% approval rating from patients, with users agreeing that the process is intuitive, easy to use, and a valuable consumer initiative that allows them to eliminate the effort of using mail or visiting their provider's office in person. "These are valuable tools that let us make a request for medical records and submit disability forms anytime using whatever device we feel comfortable using," said one patient. Simplicity being brought to what can otherwise be a complex process was the common theme, with one patient stating, "At age 71, I didn't know if I would be able to do this, but it was very easy to follow the steps and upload my disability form." Another patient noted, "It's impressively designed and I appreciate that my doctor is offering this."

In addition to the medical record requesting and disability forms submission capabilities for patients, both platforms provide an aggregated statistical dashboard on the back end for providers to track the volume of medical requests and disability forms received over time, the quality of records returned, and other vital metrics.

As proven "state of the art" patient satisfaction solutions, both **e-Request** and **d-Request** create a highly effective digital bridge between patient and provider by streamlining patient record and form requests, ensuring quality, improving turnaround time, and enhancing the patient and provider satisfaction experience.