



Electronic Imaging Requests: Frequently Asked Questions

Lurie Children's is now sharing imaging electronically through a secure link. This updated process was created to improve the experience by eliminating the need for a compact disc (CD) and offering a quicker turnaround.

Q: How do I request an electronic copy of my imaging?

A: A valid Authorization for Release of Information is required prior to sending any images. To submit a request, please fill out [this form](#). Check the box next to Radiology Images and provide valid email in Section 2.

Once the request is processed, the images will be sent through a secure link from noreply@ambrahealth.com to the email indicated on the form. Click the link in the email and enter the password in the format lastnamemmdyyyy. For any questions, please call the Digital Health team at 312.227.3516.

Any non-imaging requests should be submitted separately to the Health Information Management (HIM) department.

Q: Can I request imaging to be sent directly to my doctor?

A: Yes. When requesting the images through the Authorization for Release of Information form, fill in any email(s) you would like the images shared with. It is the patient's responsibility to contact any non-Lurie provider to determine what email the images should be sent to.

Q: Does the link expire after a certain amount of time?

A: Yes. The link expires 28 days (4 weeks) after it is created. To avoid re-requesting the images, please download the files to your device for long term storage.

Q: Can the images be downloaded to my desktop/personal device?

A: Yes. Once you receive the secure link in your email, use the following steps to download the images.

1. Click the link in the email
2. Enter the password lastnamemmdyyyy
3. Click Export
4. Select the appropriate option (image is single static image, cine is video)
 - a. The PATIENTNAME.zip folder will appear in your downloads. Move the folder to the desired storage location on your device.



Q: Can I get imaging electronically without an authorization form?

A: No. A valid Authorization for Release of Information is required prior to sending any images. To submit a request, fill out [this form](#). Any non-imaging requests should be submitted separately to the HIM department.

Q: Can I share the images with a physician once they've been shared with me?

A: Yes. To share the images, share the secure link emailed from noreply@ambrahealth.com and password to the appropriate responsible party.

Q: Will I have to create an account to view the imaging?

A: No, the images are sent to the email address indicated. There is no Ambra account needed to view and download the images.

Q: Can I still receive a CD?

A: Our standard process is sending images through a secure link. We strongly discourage burning CDs. However, under limited circumstances, we can burn a CD with the requested images and mail it to the desired location. This process can take up to 5 business days. We are unable to complete same-day CD requests.

Q: Who can I contact with additional questions about this process?

A: For assistance, please contact the Digital Health team by emailing imagingrequest@luriechildrens.org or calling 312.227.3516.