

Secure, Simple Electronic Distribution of Patient Imaging Studies

Extend imaging access beyond your network to patients, family members, off-network providers, and third parties like legal firms and insurers, without burning a single CD.

• Digital Access

• Easy to Use

• No Cost Patient Access

• HIPAA Compliant

For connected providers, Medicom Connect makes image exchange seamless. The challenge arises at the edges of that network — patients needing their own records, outside providers not yet on Medicom, legal and insurance organizations requiring documentation. Without a direct digital path, physical media fills the void.

Patient Link was built for those moments. It extends secure imaging distribution beyond the Medicom Connect network, giving staff a simple way to get studies to the right people quickly, securely, and without a disc in sight. Patients who receive their own images can pass them along to their next provider directly, cutting out the back-and-forth of repeat requests.

How Patient Link Works

From within the Medicom Web Portal, staff search for the patient, select the relevant studies, and choose the recipient type. The system generates a unique access code in seconds, which can be sent by email, fax, printed PDF, or pasted directly into a chart note. Admins configure claim window defaults in advance, so staff never have to think about it during the sharing process.

Recipients visit medicom.us/patient-link, create a free account, enter their code, and verify the patient's date of birth. That's it. Studies open in the browser immediately, with no software to install and no prior Medicom relationship required.

Patient Link extends Medicom's reach. While Medicom Connect handles exchange between connected providers, Patient Link ensures that patients, outside providers, and third parties like legal and insurance organizations have a secure path to the studies they need.

The Right Access for Every Recipient

Permissions are tailored to the recipient type. Patients and authorized individuals can view, share, and download their studies. Third parties — outside providers, law firms, insurers — receive view and download access appropriate for clinical or legal use, without the ability to reshare.

Every code generated and claimed is recorded in the audit trail for full HIPAA compliance traceability. Recipients have a configurable window (30, 60, or 90 days) to claim their code to their Patient Link account. Once claimed, studies remain accessible indefinitely through that account, as long as they exist in your DICOM archive or until a staff member restricts access manually.

The Operational Impact

Eliminating physical media removes an entire category of overhead. No discs to source, no burning hardware to maintain, no courier fees, and no staff time spent on fulfillment. For facilities with high volumes of legal and insurance requests, that efficiency compounds fast.

Reduce Overhead

Eliminate the cumulative costs of physical media, burning hardware maintenance, and courier fees.

Improve Turnaround

Turnaround times that once stretched days due to physical logistics are reduced to minutes.

Maintain Patient Focus

Free clinical staff from manual fulfillment tasks so they can focus on what matters most.

Cut Security Risks

Less physical media means lower risk of studies being lost, damaged, or misrouted in transit.

Feature	Description
DOB verification	Recipients must verify the patient's date of birth before accessing studies, ensuring imaging reaches only authorized individuals.
Audit trail	All study view and download activity is recorded, providing traceability for compliance monitoring.
Multiple delivery methods	Access codes and links can be sent by email, fax, printed PDF, or copied directly into a patient portal message.
Patient self-share	Patients can share their studies directly with outside providers without involving your facility, putting them in control of their own care transitions.
Free 3rd party access	Patients, authorized individuals, and 3rd parties access studies at no cost.
Recipient support	Recipients who need help accessing studies can reach out to Medicom support directly, reducing the support burden on your staff.

Get imaging to the right hands, every time.

Sharing imaging outside your network shouldn't be complicated. Patient Link gives your staff a simple way to get studies to patients, providers, and third parties in minutes. Reach out to learn more.

[Learn more](#)