hXe Portal
Frequently Asked Questions

What is hXe?

hXe provides a secure, simple way to request your medical records from your healthcare provider. You can complete the HIPAA authorization form entirely online and you'll be able to download the records once they're ready.

How does hXe work?

hXe allows you to submit requests for medical records to your healthcare provider. After submitting your request, your healthcare provider will deliver your records directly to you. Once your records a ready, you will be able to download an electronic copy of your medical records directly from your hXe account.

Why should I use hXe?

hXe allows you to conveniently request your records from home and get them back in digital format. Your healthcare providers cannot lose or misplace your request, ensuring you will get your records back without potential further delays.

How much does it cost?

It's free to request through hXe (there may be a fee from the provider office for the records).

How do I submit a request for a copy of my medical records?

Visit the provider's website and click on the specified link. Enter your email, complete the authorization form and press submit.

How do I submit a request after logging into my hXe account?

Select "Create Request" located on the left navigation panel. Complete the authorization form and press submit.

I need specific information from my doctor's office. How do I specify this?

Checkmark the box "Specific Information" and detail what information you need.

I don't know the dates I visited my doctor. What should I enter for the date range?

In the "From" section, select several months or a year prior to when you think you were seen. In the "To" section, select today's date.

Will I be notified when my records are ready?

Yes, you will receive an email notification letting you know that your request has been fulfilled and that your records are ready to be downloaded.

How long will my records be stored on hXe?

Your records will be available for 90 days. During this time, you can download your records as many times as you would like. hXe is not designed to permanently store your medical records. hXe acts as a secure platform that facilitates the exchange of information between one entity to another.

What should I do if I don't receive my medical records within 30 days?

Under the HITECH Act, your healthcare provider is required to provide you with a copy of your medical records within 30 days of submitting your request. If it has been more than 30 days and you have not received a copy of your medical records, please contact your healthcare provider.

How do I request records from a healthcare provider not using hXe?

You cannot request medical records from healthcare providers not using hXe.

Can a family member, friend or acquaintance request their medical records using my hXe account?

No, each individual must create their own, personal hXe account and submit their own request. This applies to family members, minors or individuals under the age of 18 years old. Creating a hXe account requires a unique email address. You cannot use the same email address for multiple hXe accounts.

Is hXe secure and HIPAA compliant?

Yes, hXe is a secure and HIPAA compliant platform that meets all state and federal regulations. The security and confidentiality of your Protected Health Information (PHI) is our number one priority!

What browsers does hXe support?

hXe is compatible with all browsers, however, we recommend using the latest version of either Google Chrome, Internet Explorer or Firefox. We cannot guarantee functionality in other browsers.

Can I remove the two-step authentication when logging into my account?

Due to security requirements and in order to protect your Protected Health Information (PHI), we require that all hXe users must complete a two-step authentication process when logging into their hXe account. This additional step reduces the chances that an unauthorized individual or party will be able to access your PHI. After entering your email address, password and pressing submit, you will receive an email with a 6 digit authentication toke. Enter this token into hXe to sign in.

How can I close my hXe account?

To close your hXe account, please contact our hXe support team by phone (844) 279-1108 or through email support@hXe.io.