



Patient Access Center Urology Virtual Fax Frequently Asked Questions

ProviderLink - Virtual Fax 1-866-529-9704 (Urology Only)

What is ProviderLink - Virtual Fax?

ProviderLink is an Internet-based fax that allows us to access patient information anywhere in our organization.

How do I send faxes?

Send to 1-855-529-9704 just like a regular fax. To safeguard protected health information (PHI), you must include a cover sheet and/or a referral request form.

Also include:

- Sender name and contact number
- Recipient name and or division/specialist name
- Patient name and date of birth on *every page*

How do faxes get to the correct recipient?

Faxes are attached to a patient's virtual chart and placed in the appropriate queue. Separate faxes are needed for each patient being referred. Please indicate clearly on cover sheet when referring to more than one specialty.

What do I do if my fax was not successful?

If you have problems sending a fax, please call our physician concierge line at 714-509-4013.

I received a fax request for more information that includes a page with a bar code. How do I use this?

Use this bar-coded cover page as you would any other cover page. *Please note that bar codes are patient-specific.*

For further information, please contact the physician concierge line at 714-509-4013.