

# Cardiac Care Associates

## Frequently Asked Questions about Electronic Medical Records

**Q: Which program is used to open my Medical Record from the memory stick?**

**A:** Most computers have Adobe PDF, however if your computer does not, you can download the free version of Adobe PDF from [www.adobe.com](http://www.adobe.com).

**Q: How do I open my Medical Record?**

**A:** Plug the memory stick into the USB port on your computer and the Adobe file will open on your desktop. (This step may take a minute.) Your records are saved as two files labeled with your name. Double click on each file to review your records.

**Q: How do I disconnect the thumb drive from the computer?**

**A: TO AVOID DAMAGING YOUR MEMORY STICK, PLEASE FOLLOW THESE INSTRUCTIONS.** On the lower right hand corner of your screen, double click on the small icon with a green arrow pointing left. A box will appear, highlight USB Mass Storage Device and click Stop. Another box will appear, highlight USB Mass Storage Device and click OK. A pop up will appear stating it is safe to remove hardware

**Can I take the memory stick when I travel?**

**A:** Yes, however when traveling be sure to keep the memory stick out of extreme heat, cold, and moist conditions, which may damage the file. The memory stick is similar to those in digital cameras and will not be damaged by the x-ray machines used to look through luggage at the airport.

**Q: Can anyone else access my Medical Records?**

**A:** Be very careful not to misplace your memory stick as it is NOT protected with a security password. To insure security **do not** allow anyone to copy the information on your memory stick or download to a computer.

**KEEPING YOUR RECORDS CURRENT IS VERY IMPORTANT.  
DON'T FORGET TO BRING YOUR MEMORY STICK WITH YOU  
TO EACH APPOINTMENT AND WE WILL GLADY UPDATE YOUR  
RECORDS.**

**WE HIGHLY RECOMMEND YOU USE YOUR MEMORY STICK  
FOR CARDIAC CARE RECORDS ONLY.**