

# Data Move Info

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Data Move is the process of moving an existing CMD Customer and all its data (including patient demographics and financials) from one CollaborateMD Account to another CollaborateMD account. This service is only provided upon the consent and approval of all related account Admins / Authorized Reps.

Please be aware that the Owner / Authorized Rep of the Account/Customer being moved MUST complete the Data Move request and Release Acknowledgement. The accepting party will then receive an email specifying which party will pay for this service. There are different types of data moves: From a medical practice to a medical practice, from a billing service to a billing service, or from a billing service to a medical practice. Please note that there is a Data Move fee per customer that must be received before processing the order. Any images uploaded using Remote Document Imaging will remain in our cloud and will be available once the move is complete by re-enabling the Add-on service.

Data Move takes anywhere from 7 to 10 business days to complete after payment is received. However, in some cases, the indicated delivery time frame may need a longer timeframe to complete. CollaborateMD will exert all reasonable efforts to deliver the data move within the above-said timeframe once payment is received.

 For more information on requesting a Data Move, please visit our [Request a Data Move Help Article](#).

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