

Release of Information Solution



Reduce risks, costs and delays by outsourcing ROI

For healthcare providers, Release of Information (ROI) poses a complex and costly challenge. Every request for patient information — whether from physician, insurance company, attorney, healthcare institution or individual — is subject to both federal (HIPAA) and state regulations. In addition, the costs associated with servicing ROI requirements — labor, copying and scanning equipment, postage, supplies, facility space — can create a significant drain on the resources of healthcare providers.

Iron Mountain's Release of Information Solution offers a practical, cost-effective and reliable alternative to address these challenges. We act as a seamless extension of your Health Information Management department, allowing you to outsource your entire ROI operation or simply augment your in-house staff with our professional team. Iron Mountain's ROI Solution can reduce costs, delays and risks, enables compliance, and free your facility to focus vital resources on what matters most — delivering superior patient care.

A COMPREHENSIVE, CUSTOMIZED APPROACH

Iron Mountain's ROI Solution can be scaled to meet each healthcare provider's needs. We conduct an in-depth ROI survey to understand your current environment and design a solution that helps you reach your goals. Instead of a cookie-cutter approach, you get a solution that is truly matched to your needs. We can perform all ROI services for internal and external requests. Our comprehensive approach provides:

- Either a centralized solution with on-site clerical support or a decentralized model through our nationwide network of secure record centers, depending on the needs of your department.
- Flexible pricing options.
- Scanning solutions to your Electronic Health Record (EHR) or to Iron Mountain's hosted image archive.
- Recovery Audit Contractor (RAC) consultations and solutions.

- Logging and tracking of all disclosures.

SECURE AND COMPLIANT ROI

You can be confident that your patient records are securely protected with Iron Mountain. We use a formal chain-of-custody process to ensure that all records are properly handled, mitigating regulatory compliance risk. In fact, patient files stored at our record centers do not have to leave our facilities for release processing. In addition, Iron Mountain's ROI associates are HIPAA-trained and closely monitor evolving legislation, alleviating your burden of having to manage constantly changing state fees and protocols.

REDUCED COSTS

With our economies of scale, Iron Mountain can drive down costs and provide ROI services efficiently and cost-effectively. Also, by combining ROI with Iron Mountain's health information records management services, we can eliminate extra costs for chart retrieval, re-file and transportation fees.

RAPID, RESPONSIVE SERVICE

Our dedicated ROI team is led by knowledgeable, credentialed experts and our ROI associates are

FEATURES AT-A-GLANCE

- Secure chain of custody — patient files do not have to leave our record centers for release processing.
- Customized solutions that fit your institution's specific needs.
- Protection of patient information in accordance with privacy regulations.
- Reduced spend by leveraging Iron Mountain's experience, facilities and our economies of scale.
- Services to jumpstart your transition to electronic records.

specifically trained to fulfill requests accurately and swiftly. We continually train and test our associates to ensure they maintain comprehensive knowledge of the field, federal and state statutes and your own policies. By properly training our staff, we deliver the service you demand — and help your HIM team avoid a constant barrage of questions.

We also compensate our staff with a competitive, hourly pay model — not based on productivity as some vendors do — which allows us to reduce turnover and maintain a more stable team with the tools and training needed to succeed.

MEET THE DEMANDS OF RAC AND OTHER AUDITS

As the Centers for Medicare and Medicaid Services step up their oversight efforts with the RAC program, timely response to requests is more critical than ever. Iron Mountain understands this initiative and ensures timely turnaround for RAC and all other audit requests. We can provide practical advice on how to efficiently prepare for and manage a RAC review and avoid the administrative burden on your organization. By removing anxiety surrounding RAC, we help empower health information management professionals to take control over their audit responses and demonstrate their leadership around data integrity.

JUMPSTART YOUR TRANSITION TO THE EHR

As your facility looks to migrate to the EHR, Iron Mountain's ROI solutions can jumpstart your transition. By scanning and storing patient information needed for ROI, we build out your electronic records library for future transition to a broader EHR solution.

ADVANCED FEATURES THAT SUPPORT YOU

We provide the latest technologies and tools to help you manage your ROI requirements. Because we handle the IT maintenance and upgrades, you don't have to. Our ROI features include:

Automated reporting — Report delivery that includes easy-to-create custom reports which can be generated in the event of an audit.

Robust release tracking and invoicing solution — A detailed account of all disclosures enables consistency and compliance in ROI services across IDNs and hospital systems.

Hosted Web application — Easy implementation without complicated IT deployment. Product maintenance and upgrades are performed at Iron Mountain's secure data center.

Eliminate capital investments — Avoid costly investments in copying and scanning equipment and maintenance.

Underground data center — Protect your data and mitigate regulatory compliance risk.

Highly secure record centers — Safeguard your physical records with access controls, intrusion detection systems and advance fire suppression controls.

PART OF A COMPREHENSIVE INFORMATION SOLUTION

Iron Mountain's Release of Information Solution is part of a comprehensive portfolio of health information solutions to meet the complex and evolving needs of healthcare providers. You can eliminate the hassle of managing multiple vendor relationships by consolidating ROI with solutions such as medical records storage, document conversion, image hosting, disaster recovery, and secure destruction, with a single partner that you know and trust.

CONCLUSION

Release of Information is a complex but necessary function for every healthcare provider. By using Iron Mountain's Release of Information Solution, you can offload the burden and much of the cost of fulfilling ROI requests, while maintaining needed service levels, protecting patient information and ensuring regulatory compliance.

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