

CASE STUDY:



Lexington Clinic

Release of Information + Form Completion Services

Lexington Clinic is one of Central Kentucky's oldest and largest multi-specialty medical groups, with approximately 200 providers and more than 30 specialties. The Clinic's 17 locations combined receive 2,000 patient visits daily and an average of 2,500 requests for medical records every month.

The multiple locations and EHR systems, combined with the high volume of requests were causing unmanageable request backlogs with up to 25+ day turnaround times for Lexington Clinic. The Clinic's previous ROI vendor was unable to offer any lasting solutions to this problem. Even when turnaround times were able to be improved upon, they would quickly fall behind once again.

The Challenge

Lexington Clinic's previous vendor was no longer meeting their needs or providing a resolution to their backlog and turnaround time issues. One of the biggest challenges in searching for a new ROI solution was Lexington's multiple associate practices that had recently joined the Clinic, each bringing with them their own EHR system. Any medical records created prior to a new practice joining Lexington Clinic were stored in each practice's individual EHR system. This meant that the new vendor would need to use approximately 7 different systems when completing ROI services for the Clinic.

“Three words to describe our experience: Satisfying, Pleasant, and Relief. MediCopy has been fabulous for our department. The staff is excellent and the CEO, Elliott, is absolutely wonderful. Great company... highly recommend!”

- Amybeth Dotson, RHIA,
Director of Health Information

Due to limited space onsite at the Clinic, it was also important for the new chosen vendor to provide off-site staff to process the requests while still offering quicker turnaround times. Lexington Clinic also wanted the option to keep their existing two ROI staff on-site without having to incur the costs of directly managing these employees.

The Solution

Release of Information + Form Completion

One of the leading factors in Lexington Clinic's decision to partner with MediCopy was the full-service solutions that MediCopy offered, including Audit Support, On-Site Staffing, and Patient Form Completion. MediCopy was able to provide off-site support from their corporate office to complete all requests as well as take on Lexington Clinic's two on-site employees under their own management. MediCopy also handled all communications with the Clinic's requestors and patients, helping to alleviate the endless paperwork, hounding requestors and relentless status calls that go along with release of information.

In addition to a new ROI vendor, Lexington Clinic was also searching for a solution to the completion of Disability/FMLA forms. The Clinic was previously contributing one full-time employee to this job alone. MediCopy's personnel handled all release of information requests as well as the completion of these patient forms, including corresponding billing, status checks and all details relating to the process. This allowed Lexington Clinic to redirect their own employee's time to other critical duties, as their forms could now simply be uploaded to MediCopy's database for completion.

The Result

Lexington Clinic began its transition with MediCopy in February of 2014, and was able to see changes very quickly. The previous 3 week backlog Lexington Clinic was experiencing was brought up to date in less than 1 week. Requestors were no longer calling the Clinic daily to check the status of requests because they were being turned around within 2 business days.

Major improvements included:

- Turnaround times drastically reduced
- Increase in customer satisfaction
- Additional department savings
- Optimized use of HIM staff
- Decreased phone calls + status checks
- Secure and efficient ROI Process

Lexington Clinic also truly valued that they were never charged for any of MediCopy's services, which was a major difference from the other ROI vendors that were considered. MediCopy completed every request for records at no charge to the Clinic. While other vendors often stated that their services are free, MediCopy was the only company the Clinic found that truly did not charge its clients for any of their services. Lexington Clinic's previous vendor charged on a copy to copy ratio which was often complicated and frustrating for the Clinic. This one change alone allowed Lexington Clinic to save substantial time and resources once they made the switch to MediCopy.

“Once we started using MediCopy, we saw an immediate improvement. Making the decision to switch to MediCopy will save us approximately \$25,000/year. The time saved in answering status checks alone is worth the switch!”

- Amybeth Dotson, RHIA,
Director of Health Information

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MediCopy’s Release of Information

MediCopy takes a new approach to traditional ROI services by offering innovative support to patients, requesting parties and HIM departments alike. We guarantee all clients quicker turnaround times, exceptional security standards and absolute transparency. Our services are also free, which means you will never need to manage a ratio log, exhaust your own labor or resources to fulfill a request, or hassle with the collection of small balance delinquent accounts. MediCopy offers supreme customer service throughout the entire ROI process to ensure that your experience is efficient, reliable, and enjoyable.

Visit MediCopy.net for additional resources and information.