

# Records Management

Services  
FOR Healthcare

## SPECIALIZED TREATMENT PROVIDER IMAGES PATIENT RECORDS IN PREPARATION FOR EMR SYSTEM IMPLEMENTATION AND OFFICE MOVE.

### CHALLENGE◆

A Columbus, OH based Provider of industry-leading cancer and blood disorder treatments had an opportunity to increase their level of patient care by consolidating 16 practitioners and researchers into one facility and adopting an Electronic Medical Records (EMR) system. In order to accomplish their initiatives, the Provider had to overcome the following obstacles:

- Maintain the privacy and security of vital patient information
- Offer staff physicians uninterrupted access to records during transitions
- Ensure the cultural acceptance of the conversion to electronic records
- Obtain the short-term labor and equipment required to image over 3,500 files
- Simultaneously coordinate both the office relocation and the EMR rollout

### SOLUTION◆

Having experience operating within the boundaries of regulations such as HIPAA allowed Records Management Services (RMS) to quickly assemble a project plan that could address the organization's concerns on every level. RMS Consultants met with directors, practitioners, and IT managers to evaluate the utilization of paper records and the functionality of the new EMR system.

While the Provider focused on relocating personnel, the RMS team picked up records from 4 different offices and transported them to its Dublin, OH technical facility, where they removed staples and fasteners, copied irregular-sized documents and transparencies, and performed document imaging and total-quality-assurance processes on over 500,000 pages. The files were also sub-indexed according to 12 specific criteria to enable efficient, ongoing location of categorized information, and easing the cultural transition to electronic records.

RMS Project Managers also provided complimentary fax-back and courier service to the physicians for any records requested during the project. After all of the medical records were imaged, they were boxed and shipped to an off-site storage facility where they were kept until the EMR system was fully online.



*"We were able to upload the documents without any issues whatsoever. It would have taken much longer had we imaged them ourselves."*

-IT Manager



### Records/Data Conversions

CBG can oversee your records conversion project while minimizing interruption to your current operation. Services include barcode, RFID, and color-coded labeling conversions, top-tab to side-tab folder conversions, database development, and consolidation/merging of multiple records into one centralized storage system. Also, electronic data can be manipulated to match the preferred format of your current systems. The newly generated or converted data then becomes even more accessible and valuable when combined with other conversion services.

### Professionally Managed Relocations

CBG understands that the timely relocation/consolidation of files, with minimal operational interruption, is critical during a time of transition. We'll help you to maintain productivity by professionally handling your file relocations, including mapping record locations, sequencing and labeling each series, unloading, transporting and reloading storage components, and conducting ongoing audits to ensure an accurate transfer.

### Records Retention Planning/Disposition

Records retention consulting programs from CBG are designed to reduce the number of non-critical records in your active inventory, comply with regulatory and legal obligations, and increase the overall efficiency of your records system. We can provide records retention expertise and technology solutions that enable archiving, schedule planning, and data disposal. By implementing a records retention schedule and management system, overhead costs and liability can be reduced and efficiency increased. Additionally, if you need assistance implementing an existing records reduction or data destruction program, our Records Management Services Specialists will help you identify and purge excess materials or recommend files for inactive storage, thereby lowering the cost of future conversion, storage, and document imaging initiatives.

### Document Imaging

From document preparation through scanning and document storage, we can transform page quantities ranging from hundreds to millions into digital images on-site or off-site. Our integrated document imaging solutions increase efficiency, reduce storage and transportation costs, enhance customer service, and create critical backups for disaster recovery.

### Records Management Consulting

When a client is looking for expertise in developing a plan for their records management program, we can provide a needs assessment by identifying business processes and document lifecycles, research and recommend a retention schedule, identify and analyze future technology needs, and detail an implementation process that will ensure the program is fully and efficiently utilized by all.

### File Room Management

Some of our clients have the need to outsource their electronic or paper records management functions, either on a full-time or part-time basis. We can provide regular on-site support for ongoing re-filing, purging, labeling, data verification, or any other daily system management needs.

# Total Integrated Solutions

## Professional Services

- Records/Data Conversions
- Database Development
- Professionally Managed Relocations
- Records Retention Planning/Disposition
- Records Management Consulting
- File Room Management

## Filing Systems/ Technology

- File/Asset Tracking
- On-Demand Printing & Labeling
- Barcode and/or RFID
- Document Preparation
- Document & Process Workflow
- Document Imaging
- Filing Supplies

## Storage Solutions

- Mobile
- Rotary
- Static Shelving
- Linear/Lateral Cabinets
- Multi-Media Shelving
- Modular Casework
- Modular Rail & Bin Storage
- Personal Storage/Evidence Lockers

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