FOR PROVIDERS

Revolutionizing The Record Retrieval Process

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PROVIDER

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The traditional format for requesting medical records is a tedious process for any medical provider. Unfortunately, a medical record request is often filled with outdated fulfillment processes that create complications, increase the likelihood of errors, and require both time and money. The basic record retrieval process for providers can also change from state to state, as providers must ensure that they not only follow HIPAA laws, but that they also follow local, state, and federal regulations.

While the goal of the laws is to ensure that a patient's sensitive health information and personal data remain both private and secure, the reality is that the record fulfillment process is time-consuming, complicated, and costly. To date, providers can take up to 30 days to fulfill an authorized and approved record request. The provider can also file for a 30-day extension. The latter delays are costly to both the provider and the requestor. The good news is that an electronic health information exchange can help to reduce the time and costs associated with a medical record request – making for a fast, simple and secure process with an average turnaround time of just 7.5 days.

What Is an Electronic Health Information Exchange?

ChartSwap is a secure web-based electronic health information exchange. As its name suggests, it features a login-only accessible online portal that can be used to efficiently, effectively, and most importantly securely fulfill third party requests for medical records. Approved providers can also share these records with authorized requestors without incurring hefty fees or other extensive costs. Providers can access the ChartSwap software online and readily respond to record requests with a few simple clicks of the keypad. The reduced time it takes to access records, coupled with a streamlined storage system and workflow automation features, helps providers avoid the time-consuming and cumbersome mailed-in requests of traditional record retrieval processes.

Additionally, providers can more easily and quickly communicate with requestors via a secure electronic platform. The ability to communicate directly with requestors via the platform is paramount to avoiding unnecessary delays, such as the wrong authorization forms, inaccurate mailing addresses, or other common errors. Providers are also able to follow state guidelines to set their own fees and receive near-instantaneous electronic payments so that the hassles of delayed checks and inaccurate payments are avoided.

Each record request is unique; however, traditional medical record requests that don't use an electronic health information exchange platform can take up to 30 days to fulfill. The conventional process also takes an average of 35 minutes to fill and costs an estimated $1.47 in postage. When the cost of associated labor is an estimated $20 per hour, the total cost per record quickly jumps to $13.14 per request. Often, providers complete these requests hundreds, if not thousands, of times each year. Additionally, the traditional process often breaks down due to failed payments, authorization issues, and mail delays.

Fortunately, an electronic health information exchange, like ChartSwap, is designed to reduce these costs effectively. The cost of postage is eliminated. The time to find and send records is reduced. No checks are lost in the mail, and the provider is paid on-time via secure electronic payments. In layman's terms, ChartSwap simplifies the medical record request process to create a win-win scenario for requestors and providers.

Providers Can Leverage a Simplified and Secure Medical Record Request Process

At its core, ChartSwap is a simple, secure, and fast business-to-business (B2B) health information exchange platform. It is dedicated to rapidly expanding its network of trusted requestors and providers by revolutionizing the way that personal health information (PHI) is transmitted. By improving efficiencies and reducing costs, ChartSwap is revolutionizing the industry on both sides of the medical exchange process.

There is a wide range of providers that benefit from a secure and simplified medical record request process. For example, billing groups within hospital-based specialties and EMS groups can effectively use ChartSwap to reduce costs and expedite processing timelines. Many of the latter groups receive requests from personal injury law firms. The law firms have exorbitant expenses that are associated with traditional medical record retrieval processes. These costs include direct expenses, such as the labor and postage fees discussed in this paper's preceding section, as well as indirect costs, such as time and accounting expenses.

Through automation and revolutionized best practices, ChartSwap can dramatically reduce the law firm's (i.e. requestor's) overhead expenses, while simultaneously adding additional security. At the same time, the providers (or the billing groups) can reduce their own overhead costs. The labor associated with looking up records is reduced. The time to pay is reduced, and payments are received on time. Additionally, the use of a custodian fee, as relegated by state statutes, can be used to once again create the foundation for lower overhead expenses than the traditional mail-in or fax-in methods.

ChartSwap effectively helps other providers achieve the benefits mentioned above by making the exchange of healthcare, medical, and billing records a fast, secure, and easy process. The process is automated to achieve the following steps efficiently:

- A requestor (such as a law firm, record retrieval vendor, personal insurer, etc.) uses ChartSwap to request records.

- The receiving provider (such as the billing groups for hospitals or EMS groups) will review. The provider will determine if it can fulfill the request and provide the records.

- If the provider chooses to provide the records, then they will be securely uploaded into the ChartSwap platform.

- After the provider uploads the records to ChartSwap, the requestor receives an instant notification that the records are now available for purchase.

- The requestor then uses ChartSwap to pay the custodian fee to the provider. Upon receipt of payment, the requestor will be able to download the records.

It is important to note that ChartSwap is HIPAA-secure and HITECH-compliant. ChartSwap is built on the SalesForce.com platform. Its platform is known for having world-class physical, technical, and administrative safeguards to protect all data and personal assets securely. This leading security infrastructure is one of the reasons that ChartSwap can revolutionize the medical industry by expediting the authorized retrieval of medical records.

Every ChartSwap administrator, for both requestors and providers, receives detailed reports. Each action that is taken on the system is recorded. Any suspicious or unsafe activity is not only quickly identified, but it is flagged for additional security reviews and resolved quickly. For example, an audit trail is kept every time a user opens a record, runs a report, accesses a specific list view, or searches for data via the user interface or API. Users are only able to access documents that they have been authorized to view. SalesForce actively checks the configurations of records to ensure that hundreds of hierarchy nodes and sharing rules are followed.

Multi-factor encryption creates another layer of security. The latter feature is used to encrypt every file with a unique key. That key is then encrypted with a master key that is regularly rotated. 256-bit Advanced Encryption Standard (AES-256) is used to encrypt the remaining data. Additionally, all data and file transport can only be accomplished with SHA-256 with RSA/TSL 1.2+ Encryption and HTTPS. Logins and access to both files and metadata are automatically logged. The details of the logins include the user's IP address. Finally, two-factor authentication and identity verification are used to ensure that only the authorized user, from either a requestor or provider, can access the associated medical record.

Providers Can Reduce Costs, Obtain A Paperless Environment, And Retain HIPAA Compliance

Regardless of the chosen industry, the phrase "time is money" is applicable to reducing overhead and increasing profit margins. Fortunately for providers and requestors alike, ChartSwap is expertly designed to reduce the time it takes to retrieve and receive records by more than 50 percent over the traditional processes. For requestors (such as law firms), this means that the time to request and receive records for cases can be reduced, which means that the time it takes to settle cases can also be reduced. For providers (such as hospital systems or medical billing groups), the time it takes for requestors to submit payments is reduced, which means that profit margins can increase as overhead and associated risks decrease.
The cost of issuing and re-issuing lost checks is eliminated; as is the time-consumption involved with duplicate payments and stop payments. Through advanced financial controls, requestors and providers are able to track expenses related to medical record retrievals more readily. Finally, the risk associated with HIPAA violations is effectively mitigated.

In an age where personal data theft is at an all-time high, ChartSwap's security measures, coupled with its HIPAA compliance, is of the utmost importance to both requestors and providers. The traditional process for medical record retrieval exposes personal information, including name, date of birth, social security number, address, and medical history, to an incorrect recipient. Email is not HIPAA-compliant, which means that the most efficient solution is an electronic health information exchange. ChartSwap's secure platform ensures that all record exchanges, as well as associated communications, are made within a secure environment. Fail-safes, coupled with stringent digital security best practices, keep the records from falling into the wrong hands. When a data breach that results in stolen medical records can cost companies millions of dollars, the added security of ChartSwap effectively mitigates these risks, while simultaneously avoiding the high costs associated with HIPAA violations.

Fulfill Medical Record Requests Using An Electronic Health Information Exchange That Meets HIPAA Guidelines

As was previously discussed, ChartSwap is built to meet HIPAA guidelines. It is compliant with both HIPAA policies and technical safeguards. In layman's terms, HIPAA compliance is a series of safeguards and guidelines that are meant to protect the privacy rights of citizens. These guidelines detail how medical records can be stored, shared, and processed – as well as the security measures that must be in place to protect all personal data from theft. In short, HIPAA compliance is the gold standard for effectively protecting the data and personal privacy of a patient's personal health information (PHI).

The use of the world-renowned SalesForce.com platform, coupled with comprehensive information security and privacy policies, has created the foundation needed for HIPAA compliance. ChartSwap also uses advanced event monitoring and action-based system monitoring to ensure that all medical files and record exchanges remain secure. As a secure online platform for requestors and providers, ChartSwap is not meant to be a permanent storage solution. Requestors have up to 90 days to download purchased records. After the 90 days, the files are deleted.
In addition to HIPAA compliance, ChartSwap is also compliant with General Data Protection Regulation (GDPR) guidelines. The GDPR guidelines are built to protect European citizens throughout the globe. The new

GDPR guidelines and laws also help to increase European citizen awareness regarding their data usage and processing. For example, citizens have the inherent right to know why their data is being used, how it is being processed, and most importantly, how it can be erased. Should a breach occur, then companies must notify European citizens within 72 hours of the incident. By adhering to GDPR guidelines, and maintaining HIPAA compliance, ChartSwap proudly and safely serves requestors and providers on a global scale.

The Bottom Line: ChartSwap Is Revolutionizing the Record Retrieval Process

Gone are the days when days or even weeks are spent searching for, processing, and sending medical records. Instead, thanks to ChartSwap's secure electronic health information exchange, requestors and providers can enjoy a far more effective and reliable process for obtaining medical records.

Founded in 2012, and acquired by Ontellus in October 2019, ChartSwap has a long history within the records retrieval and data analytics sector. Recognized as one of the leading platforms for physical, administrative, and technical security safeguards, ChartSwap has created the foundation for automated workflows that reduce costs, increase security, and expedite the medical record request process. To learn more, sign up for a free demo today.