

Take the headaches out of managing medical records.

Managing the influx of everyday medical record requests is demanding enough. Add the burden of bulk audit requests and the pressure of keeping up with the ever-evolving regulatory environment, and that burden skyrockets.

HealthMark's team of certified release of information specialists leverages tech-enabled workflows to handle all aspects of the release of information through a structured, secure and compliance-driven process, saving you both time and money.



RELEASE OF INFORMATION

HealthMark takes the reins on the release of information process from beginning to end. This includes fulfilling requests, conducting compliance checks and giving you full visibility into the process.

AUDITS AND CHART REVIEWS

Audits are time-consuming, labor-intensive and often come in hundreds or thousands at a time. HealthMark handles everything, including weekly meetings with auditors, spotting misfiles during quality control checks and adherence to deadlines.

BENEFITS FOR YOU

- Monitor request volume by type, including patient transfer requests.
- Analyze turnaround times for all requests and specific categories.
- Access real-time status updates for a request.
- More time to focus on patients and revenue-based activities.

BENEFITS FOR YOUR PATIENTS

- 85% of requests fulfilled within 8 business hours.
- Digital, self-service request platform allows patients to request and download records anytime, anywhere.
- No username or password required.
- HealthMark does not charge patients for their records.



IMPROVE PATIENT SATISFACTION

- **Get records to patients—fast:** Your turnaround times will improve, with 85% of requests released in 8 business hours or less.
- **Your patients are our patients:** There's a patient at the center of every request, so every request is treated with timeliness, care and the utmost attention to detail.



MITIGATE COMPLIANCE RISK

- **Never miss a regulatory update:** HealthMark's compliance team monitors the state and federal regulatory landscape, updating processes and procedures as needed as regulations evolve and change.
- **4-point quality checks for every request:** Every record undergoes four quality checks to minimize risk and improve accuracy.



ELIMINATE HIDDEN COSTS & STAFFING CHALLENGES

- **Say goodbye to hidden costs and wasted time:**
A custom cost analysis is provided to help you understand the true cost of record management for your organization.
- **Your request process will never take a day off:**
With hundreds of employees across the US, HealthMark will support your record requests seamlessly and at scale, eliminating staffing challenges.

Partner with HealthMark to ensure your patients' sensitive health information stays in good hands.

or visit healthmark-group.com/book-a-meeting



hello@healthmark-group.com

KEY RESULTS

95% five-star patient ratings

98% client retention rate

8 business hour turnaround time for 85% of requests

“Don't just take our word for it—see what your peers and patients have to say

“I cannot say enough about HealthMark and their understanding of my needs, their can-do attitude, patient advocacy, and follow-up in providing the [records] in an expedited fashion. The [records] and report are in my hands and ready to board the airplane with me, all under 48 hours from my initial phone call. Very impressive.”

— Real HealthMark Patient

“I never promote vendors, but the HealthMark solution is so compelling that I am always happy to share my results with others. It has made such an impact on our entire organization, and we've gotten valuable time back to focus on patient care.”

— Misty Kelly,
Compliance Officer
at InnovaCare Health