

CASE STUDY

HEALING CONFIDENTIALITY CONCERNS



HackensackUMC

HOW THE HACKENSACK UNIVERSITY MEDICAL CENTER (HUMC) IMPROVED ACCESS TO THEIR RECORDS AND ACHIEVED HIPAA COMPLIANCE.

The push to ensure HIPAA compliance at healthcare organizations has privacy and security rules emerging as a critical task for hospitals and medical centers. These regulations have prompted providers to make sure they are equipped with the most effective capabilities to protect the confidentiality, integrity and availability of health information.

As the largest provider of inpatient and outpatient services in the state of New Jersey, Hackensack University Medical Center (HUMC) began to look into ways to enhance the management of patient records while achieving HIPAA compliance. After careful review it was evident that HUMC's current document management process restricted growth due to the lack of technology. After researching a number of options, HUMC recognized that a records storage provider with reliable tracking and retrieval processes, and highly scalable systems was the solution. That provider was Access.

The Solution

By utilizing Access' off-site Records Center facility HUMC has access to a cost effective process complete with barcode tracking, system-driven workflows, and sophisticated records management systems. Access' hard copy records storage services support all of HUMC's document management requirements. This includes records pick-up and delivery, filing, retrieval, re-filing, vital records maintenance, document destruction, and custom reporting. As part of a comprehensive solution, Access also physically relocated over 1.2 million patient records and migrated database records for over 75 departments at HUMC.

For emergency situations, HUMC was also interested in a solution that would deliver medical files as quickly as possible. Access' Scan-on-Demand service allows highly active documents to be delivered in a secure, electronic format for staff to view instantly. This provides an opportunity for HUMC to further improve patient care through immediate access to information. By using Access' Scan on-Demand document conversion services HUMC can request hard copy records and view them as electronic files from their desktops in less than an hour. Destruction services also provide the medical center with secure shredding to ensure HIPAA compliance.

“HUMC can now keep their records protected yet easily accessible 24 hours a day, 7 days a week with our secure, off-site records management services. We enable the HUMC to reduce costs, consolidate records and follow a process based on HIPAA regulations,” said an Access representative. “HUMC also benefits from strategic delivery options such as secure email delivery of medical records, which allows for immediate knowledge of patient information to provide quality care.”

Benefits

With Access' comprehensive, off-site, hard copy records storage services, HUMC has moved to a scalable solution allowing for rapid retrieval of patient records. The policies and processes set in place with the Access solution have effectively streamlined HUMC's records management efforts while complying with HIPAA regulations and its state laws.

The Access solution enables staff to track the organization's entire hard copy inventory by the box or file. Requests for records can be managed remotely with Web-based access to hard copy records and 24x7 customer service. Siegel reports the responsiveness of Access' services has also resulted in a significant decrease in time spent by staff finding patient files. With new, easy-to-use capabilities that supply immediate access to information, HUMC employees can focus solely on providing the best patient care.

The innovative Access technology also compliments the technical support already in place at HUMC. By partnering with a service provider, the internal technical department has expanded their technology resources.

“By partnering with Access, we now have a long-term partner for all our document management needs, “ stated Barbara Siegel, Director of Health Information Management at HUMC. “Not only does Access meet our needs today, providing centralized hard copy records storage for our critical documents and patient records, but they can also provide us with **document imaging technology that will enhance our services in the future.**”



To find out how Access and FileBRIDGE can help your business, contact our team today at **1.877.345.3546** or visit us online at AccessCorp.com/contact-us.

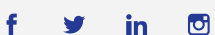
ABOUT FILEBRIDGE

From storage and document handling to on-demand digital file delivery with our FileBRIDGE platform, we offer the services and solutions that enable you to cross the bridge to less paper.



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About Access

Access is the largest privately-held records and information services provider in the world, with more than 110 operations across the United States, Canada, Central and South America. Access enables clients to better manage their information, control their risks and transform their businesses. Access' solutions include records storage and information management, document scanning and digital transformation, cloud-based document management software including CartaHR, and secure destruction services.