CARDONE
RECORD SERVICES, INC.

DOCUMENT IMAGING SERVICES
ELECTRONIC DOCUMENT MANAGEMENT SOFTWARE

> *"Middlesex Hospital selected Cardone Record Services to back scan inpatient and Emergency Department medical records and incorporate the digital images into our EMR system. Clinicians and HIM staff have immediate access to patient records from any terminal with the proper security. This improves the quality of patient care. The hospital has reclaimed 1,500 square feet of space now devoted to other purposes and saved thousands of dollars in off-site storage. I am extremely pleased with the quality of service and professionalism that CRS provides."*

Mark E. Laudenberger, MS, RHIA
Director, Health Information Services
Hospital Privacy Officer
Middlesex Hospital
Middletown, Connecticut

> *"The friendly and professional staff that Cardone Record Services provides is exceptional. We are very pleased with the efficiency and workflow. Through their purging and scanning of records, we have been able to drastically reduce the size of our file room. We are very happy with our longstanding relationship with CRS!"*
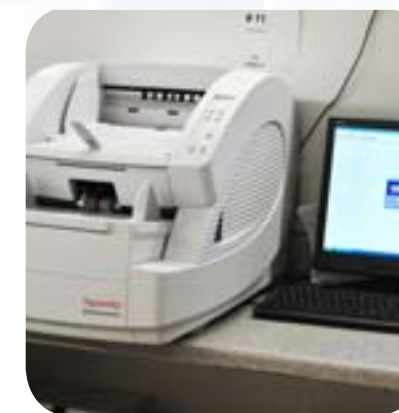
Dana Nylen
Director of Health Information Services
Provena Saint Joseph Medical Center
Joliet, Illinois

> *"Internal staff at St. John's Hospital tried to tackle the large volume themselves, but from a staffing and workflow perspective, I knew we needed to outsource. We really needed a vendor who could understand us and work with us as a team in order to meet our needs. CRS took the time to survey our site and interview our staff. This showed a level of commitment. Thanks to CRS' production mindset coupled with their knowledgeable staff, our backlogged patient records have been imaged so that they are viewable within our backend EMR system. Working with CRS has been a positive experience all around. If I had to do it all again, I would still select CRS."*

Heather Shankland, MBA, RHIA
Director of Health Information Management
St. John's Hospital
Springfield, Illinois

> *"The University of Michigan Health System selected Cardone Record Services to provide imaging services to convert paper medical record information not currently part of the UMHS EHR. The partnership with CRS to implement document imaging has been exemplary! As a result, the document imaging roll-out across inpatient and outpatient services was successful from day one and continues to be a "best practice" and "making a difference" for caregivers and others everyday. CRS structured their operations to fit with our EHR and operational needs and not to force a particular model on our operation. Their leadership is "hands on" and their staff are outstanding! The University of Michigan Health System highly recommends CRS' services."*

Rosanne Whitehouse, MPH
Chief Administrator
Health Information Management
University of Michigan Health System
Ann Arbor, Michigan

ABOUT CRS

For over 25 years, Cardone Record Services, Inc. (CRS) has been successfully providing healthcare facilities nationwide with cost-effective, innovative solutions for managing health records. We have seen numerous changes in the health information management (HIM) field from the transition of the medical records to HIM departments and all phases of records management from paper to microfilm then from paper to digital. Throughout all of these changes, CRS evolved alongside your HIM department providing the professional services to assist in all stages of these transitions.

Today CRS applies a unique combination of specialized expertise in health information management, document imaging services and advanced technologies to create customized solutions that suit any healthcare facility's documents needs. CRS can be an affordable alternative to your in-house processes whether your facility is heavily relying on paper systems; maintaining a hybrid environment (paper and electronic); in the process of converting to electronic records; or currently utilizing an EHR system.

DOCUMENT IMAGING

Healthcare records are becoming increasingly complex and expensive to maintain. As a result, the federal government recently mandated the adoption of electronic records by U.S. hospitals and healthcare providers to lead to more efficient, safer and higher-quality care. In order to build a complete EHR system, the gap between paper and electronic records must be bridged – CRS has the solutions.

By developing our own powerful scanning software, MRVIEW®, utilizing state-of-the-art production equipment, and deploying experienced, HIM credentialed management, CRS is able to perform its document imaging services at unparalleled levels of efficiency. Our turnaround times and quality assurance practices are unmatched in the industry, as a result, our clients are able to realize significant cost savings. CRS' turnkey solutions cover all aspects of the document imaging process including equipment, software, management, staff, and IT support.

To ensure each project is rendered skillfully and securely, our imaging specialists use industry best practices and real-world experience gained from converting billions of health information documents for hundreds of healthcare facilities nationwide. These services can be performed either on-site at your healthcare facility or off-site at one of our secure CRS production centers.

ON-SITE/OFF-SITE SCANNING

Working with your healthcare facility's imaging software or using our own MRVIEW software, CRS performs all needed imaging services including purging, chart prep and assembly, scanning, indexing, quality control, and corrections to create an electronic file room. Our pricing structure is based on a fixed price per image, which affords an HIM department greater budgetary control.

On-site scanning is primarily done to digitize the most active hardcopy records with turnaround time typically less than 24 hours. This allows coding and other departments such as billing and clinical care to have virtually immediate access to these electronic records.

For archival hardcopy records, off-site scanning is commonly employed to avoid records being sent to or kept in storage. The healthcare facility receives the scanned material in usually two to three months, after which, the hardcopy records will be retained, at no additional cost, for up to one year depending on the healthcare facility's destruction policy.

Whether performing on-site or off-site services, the credentialed management and trained staff of CRS can efficiently and cost-effectively complete your healthcare facility's specialized project – guaranteed. CRS is able to provide its services using your facility's document imaging software or by using our own MRVIEW technology, which seamlessly interfaces with most EHRs. We are proficient in numerous software applications such as Cerner, ChartMaxx, Meditech, SoftMed, and others. This flexibility allows us to tailor our services to specifically meet any healthcare facility's needs so that you may focus on managing your HIM department and leave the highly labor intensive conversion to us.

MRVIEW™

TOTAL DOCUMENT IMAGING SOLUTION

The MRVIEW®, Total Document Imaging Solution, combines integral components — advanced software and high-performance hardware along with credentialed managers and proficient staff — to effectively and efficiently meet your healthcare facility's complex document needs.

CRS developed its MRVIEW software with input from credentialed staff and clients to ensure its robust features speak specifically to the needs of HIM while still being user-friendly. This high-production software is designed to accommodate the large volumes of scanning synonymous with medical records. When MRVIEW is coupled with our impressive team of software engineers and credentialed managers, workflow processes are optimized enabling CRS to provide its services at very attractive prices.
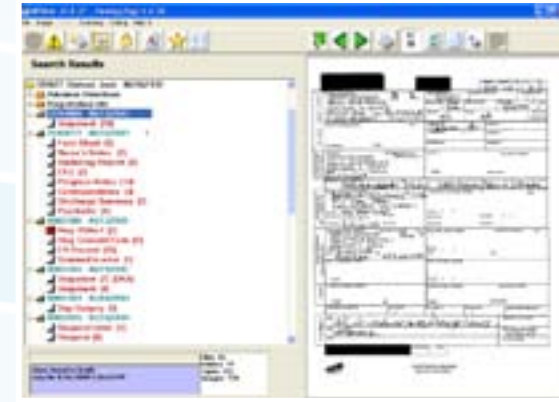
MRVIEW ADVANTAGES:
- Integrates available clinical data from other facility systems
- Provides a basic, cost-effective EMR for healthcare organizations
- Customizable, scalable client server installation or ASP model available
- Interfaces with any current EHR system such as Cerner, Eclipsys, Epic, McKesson, Meditech, Siemens, SoftMed, and others
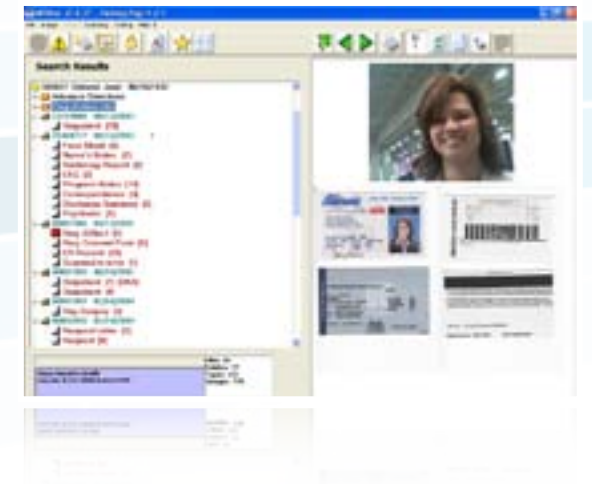
MRVIEW COMPONENTS:

MRVIEW DOCUMENT CAPTURE — CRS utilizes this software along with state-of-the-art scanning equipment to maximize throughput and accuracy. The result is faster processing with proven outcomes. Unique features include: bar code recognition, MPI downloads, de-speckling, auto-straightening, and more. These enhancements allow CRS to successfully deliver high-quality images cost-effectively and in a timely manner.

MRVIEW DOCUMENT RETRIEVAL AND VIEWING — CRS understands that obtaining buy-in from users when implementing software enhances usability and success. That's why we developed this software to be user-friendly so busy clinicians and administrative personnel can access electronic documents easily and quickly. An audit trail and record lockout feature support HIPAA compliance while viewing options include thumbnail, multi-page, zoom, and rotate.

MRVIEW REGISTRATION — preventing identity theft while enhancing security and confidentiality are priorities for any hospital. This registration component helps hospitals capture images of vital information in color such as an insurance card, driver's license, physician order, consent form, or any other facility-specific document. This information can then be made available to any designated user on the hospital network.

MRVIEW CODING MANAGEMENT — whether your coders are in-house or remote, monitoring and ensuring their productivity can be taxing. Our software manages the active coding process so that monitoring output can be easily done. With well-designed features such as auto assign and reassign, productivity reports, audit trails, physician queries, and instant messaging, staff workflow is continuously monitored for increased productivity and accountability.

MRVIEW WEB:

The need for healthcare clinicians and HIM personnel to access information more conveniently prompted CRS to develop MRVIEW Web. Offering key functions much like our client server installation, MRVIEW Web provides safe, convenient access to patient records via the Internet from virtually any computer. In addition, third party co-location storage can be utilized for added protection and security.

MRVIEW WEB ADVANTAGES:

- Customizable, scalable ASP Model
- Eliminates need for additional servers
- Unlimited storage capacity
- All records are digitized and housed in one central, secure location
- Simultaneous access to patient records by key staff
- Encrypted site ensures the highest security level
- Each approved user receives a unique log in and password
- Anytime, anywhere access to patient records

TRADITIONAL PAPER STORAGE

At CRS we make storing and retrieving hardcopy records simple, convenient and cost-efficient. Our state-of-the-art storage facilities are open 24 hours a day, 365 days a year and feature box racking, climate controlled air, and anti-theft security and fire protection systems. A staff of document specialists is on-site at all times to ensure vital documents remain safe, intact and readily accessible.
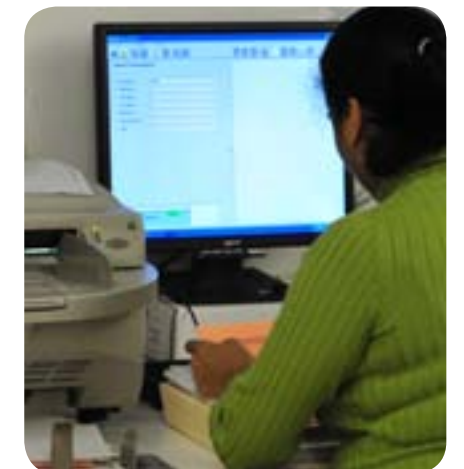
To speed retrieval and ensure greater traceability throughout a record's active lifecycle, the highly skilled specialists at CRS can index the medical records on-site at the hospital using our enhanced bar code technology. This generates an accurate records listing prior to off-site delivery. Once indexed, the records are boxed to further protect them from hazards such as water, light or other elements. These records are then shipped to a secure CRS storage facility. The boxes are logged into inventory and assigned a retention/location code enabling effective tracking of retrievals and returns.

SCAN ON DEMAND STORAGE

Your healthcare facility's partial or entire file room is transported off-site to a secure CRS production facility. When a patient's record is recalled, the requested material is scanned and securely sent to your facility via the Web or VPN (virtual private network) where it can be viewed or printed.

MAJOR BENEFITS:

- Valuable floor space is increased for patient care or other revenue generating activities
- Serves as a solution to minimize hybrid records
- Only recalled records are imaged, which can be cost-effective for a healthcare facility
- Eliminates deliveries and lost records, as the hardcopy records never leave the storage facility

FLEX PAY STORAGE

By agreeing to pay over a predetermined timeframe, pricing is locked in for the term of the agreement, usually three to five years. CRS then picks up your healthcare facility's records to be warehoused off-site with no storage fees at a secure CRS production facility to be scanned according to an agreed schedule. The images are then made available electronically for upload into your EHR system.

MAJOR BENEFITS:
- Allows the gradual building of a complete electronic file room on a fixed budget
- Cost-effective for healthcare facilities or other departments that do not need immediate access to patient or employee files
- Eases the financial strain of converting paper record systems to electronic
- Patient records are available electronically and indefinite storage fees are eliminated

WEB RECALL

Requesting vital patient information is easy and safe using our online system, Web Recall. An authorized requester can retrieve one or several medical records at one time. The requested material is scanned and either transmitted to the hospital via MRVIEW Web or VPN (virtual private network) for immediate, secure access. Paper medical records never have to leave our storage facilities; however, a hospital can arrange hardcopy delivery with our in-house service.

MICROFILMING

Microfilm technology has been used as a storage medium for decades. This tested and reliable tool is still used for archival purposes today by healthcare facilities, financial institutions, government entities, and others. CRS is one of the few remaining companies to provide microfilming services including filming, processing and formatting by trained specialists who know how to properly handle this medium. If you use roll, jacket or CAR applications, CRS is able to provide reasonable services that meet your needs.

SPECIAL PROJECTS

HIM departments are facing increased demands with fewer resources. In this environment, labor intensive tasks such as purging and filing prove challenging. With thousands of purging and conversion projects successfully delivered, CRS has the experience and expertise to complete your project in a timely, efficient manner. Whether you need help with backlog filing, barcode conversions, file room relocation, or storage consolidation, CRS can be a valuable business partner for your HIM department.

"As a small hospital, our space is quite limited and therefore must be managed carefully. The document imaging that Cardone Record Services provides not only saves us space, it also enhances the delivery and management of patient medical information. This is an important step as we plan to transition our facility towards electronic health records."

Carla Haas, RHIA
Director of Health Information Management
Kona Community Hospital
Kona, Hawaii

"Cardone Record Services seems to be built on HIM principles, by HIM experts. We work well with CRS because they understand our goals. That is truly refreshing in today's world where many people are trying to get on board with EHR products that don't perform the way HIM practitioners want and need. I have been very pleased with the service and support that we have received. We have been able to work out the details of the process for scanning our records and I think it is a good process. Most people whom we have shown MRVIEW software love it. It is intuitive and thinks like most people think. We really believe that we have the right company to work with now and in the future."

Darla Emmert, BA, RHIT
Director HIM
CGH Medical Center
Sterling, Illinois

"We are contracted with Cardone Record Services, using their MRVIEW software. We have been with them for over a year and my paper files are disappearing! They scan current charts as well as the charts in the permanent file room. We are very happy with them. I could never imagine taking on in-house scanning. Leave it to the experts! They perform all of the quality checks, managing of the staff, hiring of the staff, storing of boxes, equipment, etc. Turnkey solution for us - love it!"

Christine Cain, RHIA
Health Information Manager, Risk Manager
Valley West Community Hospital
Sandwich, Illinois

"We have been very pleased with our Cardone Record Services team. They have been on board with us during our conversion to the Meditech CL 6.0 hospital system and EMR. They are our contracted provider for document imaging services, which includes record pick-up, prepping, scanning, and archiving. They also handle our chart analysis process. CRS utilizes talented, qualified and credentialed staff to coordinate the entire document imaging program to work within the culture of the facility. They have shown themselves to be flexible, innovative and committed to providing good customer service and quality work."

Phyllis Dreading
Director, Health Information Management Services
Wayne Memorial Hospital
Goldsboro, North Carolina