

COMPANY AND SERVICE OVERVIEW

Security. Trust. Reliability.

Since 1991, **BACTES** has delivered unparalleled quality and service to over 1500 medical facilities nationwide. **BACTES** continually invests in our People, Process, and Technology to provide the best in ROI, EMR Integration, RAC Preparedness, HITECH Compliance, and Web-based Digital Medical Record Archiving. Our clients are able to focus on better health care for their patients, save time and money, and direct more resources to serving the needs and demands of their organizations.

Unparalleled Quality

Quality is the cornerstone of everything we do at **BACTES**. Our quality processes are demonstrably different from others in our industry, offering **BACTES** clients unprecedented security and efficiency. Our carefully developed, secure, state-of-the-art systems ensure quality, and we reinforce our systems with multiple hands-on steps from our field personnel and in-house quality department. Facilitated by **BACTES** process automation, **four reviews of every request/record** occur prior to release, an industry-leading practice. **BACTES** quality processes provide a measurably higher level of security and accuracy than most in-house departments and other providers in the industry.

People and Values

BACTES continually invests in extensive training and a caring work environment for our staff. Our leadership is composed of experienced professionals sharing several decades of senior management experience. Our local owner business model gives you access to personal service in your own community from stakeholders who are uniquely invested in your success.

BACTES is committed to the principles of servant leadership. We practice honesty, integrity, and fairness in our relationships with clients, partners, and team members.

Comprehensive Services

BACTES provides comprehensive, customized and innovative services to help your organization become more profitable, productive and secure. **BACTES** specializes in:

- Release of Information (ROI) – Mobile, Onsite or Remote
- Digital Medical Record Archiving
- Onsite and Offsite EMR/EHR Scanning
- Recovery Audit Contractor (RAC) Support
- Audit Support Services
- HITECH Act Compliance Assistance

BACTES helps your organization meet the challenges of today's rapidly changing health care environment.



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HOW PARTNERING WITH BACTES BENEFITS YOU

Focus on Your Patients While BACTES Goes to Work for You.

BACTES is dedicated to helping your organization streamline work flow, allowing you to serve your patients with excellence. The benefits of using **BactesPro Archive** and **BactesPro ROI** services are far-reaching, immediate and easy to implement. When you make the decision to partner with BACTES, you eliminate the time-consuming and costly administrative tasks related to copying, tracking and responding to medical record requests.

The Rewards of Working with BACTES

With BactesPro Archive, you will:

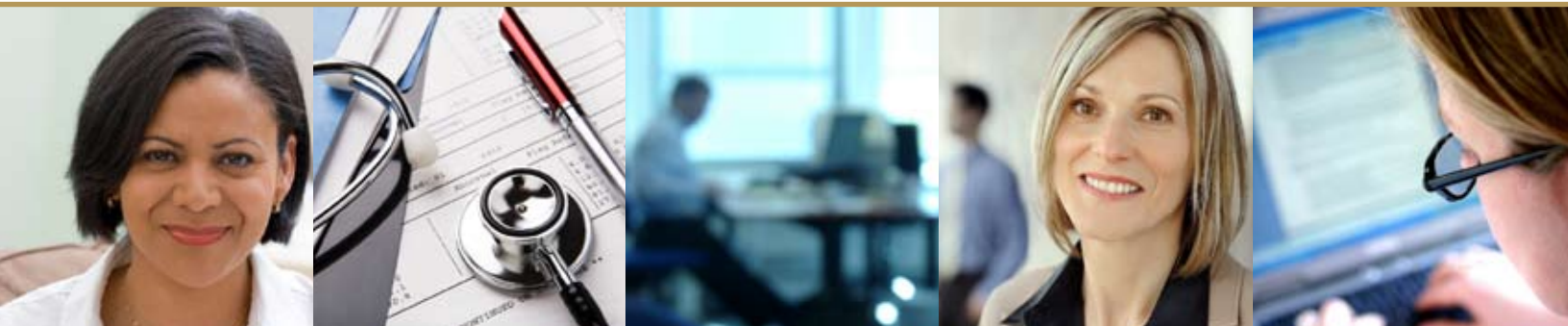
- Recover valuable space at your facility.
- Eliminate off-site storage costs and expensive retrieval fees.
- Eliminate the time and expense associated with an annual medical record purge.
- Access your online medical records 24 hours a day/7 days a week.
- Allow physicians access to medical records with no administrative or technical support.
- Grant access to an unlimited amount of users, with full control over the user community.
- Interface easily with active EMR systems.
- Rely upon our highly secure, triple permission access model.
- Maintain full HIPAA compliance.

With BactesPro ROI Correspondence and Fulfillment, you can:

- Start your new automated ROI process with no risk—there is typically no cost to the medical practice.
- Gain valuable time to focus on patient health care and your organization's bottom line.
- Eliminate time spent answering follow-up calls from requestors.
- Meet ROI process requirements in a timely, accurate and professional manner.
- Increase patient satisfaction and decrease the turnaround time for ROI requests.
- Trust in guaranteed HIPAA compliance.

With BactesPro Online, you gain:

- Immediate, easy-to-use, HIPAA compliant, online access to your medical records ROI activity.
- Comprehensive disclosure reporting on an ad hoc or monthly basis.
- The ability to upload data to Excel, allowing you to customize reports.
- Comprehensive physician transfer reporting; turn-around time; audit for all copy disclosures.



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OUR MISSION, VALUES AND PHILOSOPHY

Our Mission

BACTES succeeds by developing quality people, processes, and technology as we serve our team, our clients, our community, and our world practicing the principles of servant leadership.

Our Values

The people of **BACTES** are dedicated to honesty, integrity and fairness. Motivated by the mutual success of our team and our clients, **BACTES** believes in cultivating the highest standards of character, hard work, and innovation.

Our Philosophy

At **BACTES**, the principles of servant leadership are the foundation of our commitment to our team, clients, community, and world.

What is Servant Leadership?

The core idea of servant leadership is to choose service over self-interest. The phrase "Servant Leadership" was coined by Robert K. Greenleaf in **The Servant as Leader**, an essay that he first published in 1970. In that essay, he said:

"The servant-leader is servant first... It begins with the natural feeling that one wants to serve, to serve first. Then conscious choice brings one to aspire to lead. That person is sharply different from one who is leader first, perhaps because of the need to assuage an unusual power drive or to acquire material possessions... The leader-first and the servant-first are two extreme types. Between them there are shadings and blends that are part of the infinite variety of human nature."

Principles of Servant Leadership

BACTES is committed to practicing the principles that are the foundation of servant leadership: serving others with respect, honesty, and integrity, listening receptively, using persuasion rather than coercion, supporting the growth of our staff and clients, and building community.



RELEASE OF INFORMATION (ROI): MOBILE, ONSITE, OR REMOTE

Manage the Complexities of the ROI Process – Mobile, Onsite, or Remote

Recent provisions significantly expand HIPAA regulations to include mandatory data breach notifications, heightened enforcement, expanded patient rights, and increased penalties. As a result, health care providers need new and enhanced processes to ensure compliance. **BACTES** is your partner in this complex environment, providing automated, easy-to-use, and secure technologies that protect your organization while bringing efficiency and cost savings to your ROI system.

Protect Your Organization with Our Secure, State-of-the-Art Technology

As a **BACTES** client, you can rest assured that your ROI correspondence and fulfillment will be complete, accurate, cost-efficient and fully HIPAA compliant. You gain immediate and easy online access to all ROI activity with **BactesPro Online**, as well as disclosure reporting, volume and type of request reporting, and other custom reporting options.

Our Cost-Effective, Easy to Use System Helps Mitigate Risk

BACTES provides you with secure, automated systems to manage the high levels of complexity and risk inherent in release-of-information. **BACTES** records, scans, fulfills and tracks all your medical records correspondence requests. All requests are electronically logged and tracked in the **BactesPro** system, which you can easily access using **BactesPro Online**. The **BactesPro** system is a fully integrated ROI management tool, delivering the following benefits:

- Up to the minute status on medical record requests
- Comprehensive disclosure reporting
- Volume and type of request reporting
- Contact history – requestor conversations
- Reprinting capabilities without recopying
- The ability to upload data, allowing you to customize reports
- Comprehensive physician transfer reporting; turn-around time; audit for all release disclosures
- Fully HIPAA compliant



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DIGITAL MEDICAL RECORD ARCHIVING: BACTESPRO ARCHIVE

Secure Online Storage and Retrieval of Your Medical Records

Excellent health care demands convenient, easy to use, cost-effective access to medical records. **BactesPro Archive** provides a solution with a secure, HIPAA compliant, web-based process that gives you unlimited access to your medical records. By using electronic storage for your medical records, instead of offsite physical storage, you gain the following benefits:

- Recover valuable space at your facility.
- Eliminate off-site storage costs.
- Eliminate expensive retrieval fees.
- Access your online medical records 24/7. No ordering, waiting for, or trying to track down paper charts.
- Improve patient care.
- Allow physicians access to medical records with no administrative or technical support.
- Grant access to an unlimited amount of users, with full control over the user community.
- Interface easily with active EMR systems.
- Maintain full HIPAA compliance.
- Rely upon our highly secure, triple permission access model.
- Eliminate the time and expense associated with an annual medical record purge.

Get Started with No Capital Expense

There is no capital cost for scanning your medical records into **BactesPro Archive**. You pay on a monthly basis for medical records that are archived. There are no licensing or maintenance fees, and no implementation time or expense. We provide the expertise, allowing you to benefit from a secure online storage process without the need for internal IT staffing.

An Easy to Learn, Easy to Use System

BactesPro Archive is easy to use, with no lengthy training sessions required. Medical records are viewable 24 hours a day/7 days a week, anywhere with an internet connection.



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ONSITE AND OFFSITE EMR/EHR SCANNING

Converting to an EMR/EHR with BACTES

The BACTES scanning solution provides scanning of paper charts into your EMR, onsite or remote. Our flexible scanning services include the ability to output to disc, server, hard-drive or the BACTES archive system. We scan thousands of charts quickly and efficiently, with the highest levels of quality and security. Our seamless process presents no disruption to your organization.

Prevent Costly and Inconvenient Misfiles

Typically, hospital HIM staff and medical practice administrative staff do not have experience with scanning, ingesting, and indexing medical records. Misfiles are common without properly trained staff and effective quality processes in place. It may be impossible to locate misfiled or otherwise irretrievable digital medical records. BACTES quality processes and depth of experience assure that what is scanned is exactly what is needed, and that the information is ingested and organized in a way that can easily be retrieved.

Expedite the Ingestion Process

It's not unusual to see manual ingestion rates in the 4-5 records per hour range based on system requirements and productivity of personnel. In many instances the ingestion of the scanned medical record is where a bottleneck will occur because the time required was not properly planned for. BACTES has specific experience with automated batch input and other methods that expedite the ingestion process.

Organized and Sectioned Medical Records Optimize System Performance

Almost all systems will become performance bound one way or another based on the file size of scanned medical records and the network/system capabilities where the EMR resides. Available bandwidth can play a large role in the ease of use of the system and access to these types of documents. File structure and how the medical records are indexed will also significantly affect the ease of access to the scanned medical records. BACTES provides expertise in organizing and sectioning medical records so that optimum performance can be achieved while recognizing the system environment. Our processes are designed to create a medical record format with many sections so that you don't have to retrieve the entire record, but can instead pull up just the specific section you need. This allows for much more efficiency, with less impact on your system and quicker retrieval of each record as needed.

A Comprehensive Plan for Medical Record Conversion

The success of your conversion effort will be determined by thorough planning and the completeness and accuracy of the statement of work or project plan. BACTES has the appropriate depth of experience to assist in conversion plan development and project management. It won't cost any more or take any longer to get it right the first time and will lead to a higher level of enthusiasm and acceptance of the EMR/EHR.



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RAC SUPPORT SERVICES

RAC Support Services

The requirements of Recovery Audit Contractors (RACs), now established as a permanent program by the Centers for Medicare and Medicaid Services (CMS), present a new set of challenges for health care providers. **BACTES** helps you assess where your organization is most vulnerable. Our expert consultation and state-of-the art processes mitigate the significant financial risks associated with RAC.

Reduce Your Financial Risk

Where RAC is involved, a lack of preparation can be very expensive. Are you confident that your organization is sufficiently prepared? **BACTES** helps you manage the challenges of RAC preparedness and compliance.

RAC Audit Process Features

With **BACTES** as your partner in RAC Audit Processing, you benefit from:

- Direct contact with RAC Audit Director
- Coordinating liaison
- Trained RAC Task Team: our labor instead of yours
- Interface with electronic systems/eliminate paper printing
- Customized reporting
- Complete tracking of each request and the associated fulfillment of medical records
- Confirmation of delivery to the RAC Audit Contractor

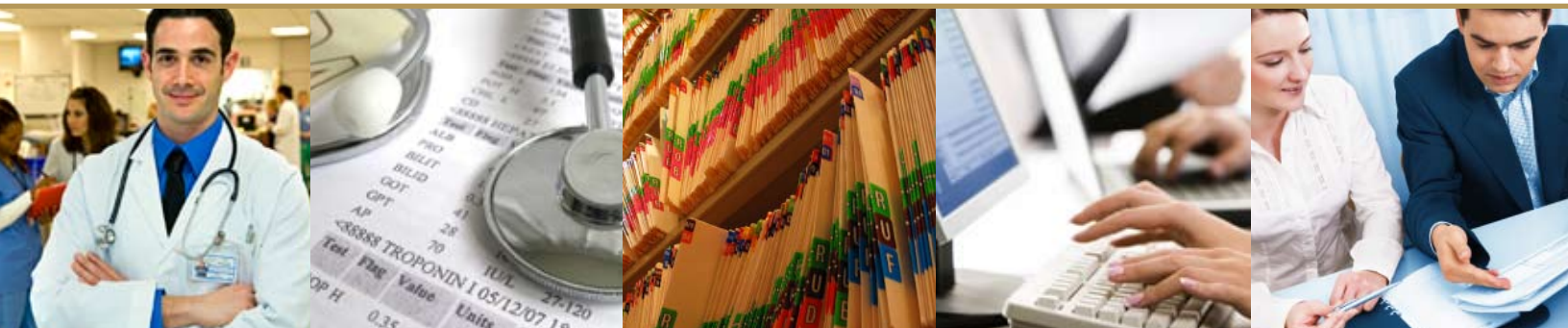
- Significant protection provided with "Exact Copies" of images maintained in BactesPro Archive
- Tracking of Denials and Appeals

BactesPro Archive and RAC

- Each record is scanned and imported into BactesPro Archive, our secure electronic archive system.
- Look up a patient record at anytime ... on demand.
- Records retained in BactesPro Archive for as long as client requires.
- Search by Patient Name, MRN or DOB.
- Those handling the appeals process can be given access to BactesPro Archive.

RAC Critical Processes

- Accurate and Complete Abstracting: Paper Charts, Electronic Medical Records
- Before Deadline Delivery
- Complete Tracking:
 - Date Received
 - Date Due
 - Date Completed
 - Shipping Date
 - Shipping Source
 - Tracking Number
- Denials and Appeals Process: Prompt/Complete Response



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AUDIT SUPPORT SERVICES

Audit Support Services

BACTES provides innovative solutions to mitigate the potential for financial risks due to a lack of audit preparation and response. BACTES is your partner for audit support services in today's fast-changing environment.

Reduce Your Financial Risk with BACTES Expertise

A lack of preparation for audits can be costly. Are you confident that your organization is sufficiently prepared? BACTES helps you manage the challenges of audit preparedness and compliance. With BACTES as your partner in Audit Processing, you benefit from:

Audit Process Features

- Direct contact with Auditor
- Coordinating liaison
- Trained Audit Task Team: Our labor instead of yours
- Interface with electronic systems to eliminate paper printing
- Customized reporting
- Complete tracking of each request and the associated fulfillment of medical records
- Confirmation of delivery
- Significant protection provided with "Exact Copies" of images maintained within BactesPro system in cases requiring further review



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UNPARALLELED QUALITY: OVERVIEW

Quality Overview

Quality is the cornerstone of everything we do at **BACTES**. We have carefully developed our secure, state-of-the-art processes to ensure quality. We reinforce our automated systems with multiple checkpoints and reviews from our highly trained field representatives and in-house quality department.

People

BACTES staff are continually trained in new technologies, legislative compliance, and emerging industry trends to assure the quality of our processes. In addition to providing ongoing education, **BACTES** invests in CRIS (Certified Release of Information)-certification from the Association of Health Information Outsourcing Services (AHIOS) for all members of our team who are directly involved in medical records processing. The AHIOS Institute Certificate Program is a rigorous exam that tests knowledge about how to protect the confidentiality of patients' personal health information when that information is released to requestors.

Process

Our unparalleled multi-step quality process protects the security and accuracy of your records. **Each request/record is reviewed four times**, an industry-leading practice. And that's just the beginning of what makes our process unique.

Technology

Innovative technology is the driving force behind the **BACTES** Quality Difference. Our automated processes facilitate the multiple hands-on steps we take to ensure the security and accuracy of all records. **BACTES** employs various encryption methods that go well beyond the standards required by HIPAA to protect PHI.

CRIS (Certified Release of Information)-Certification

Certification from the Association of Health Information Outsourcing Services (AHIOS), signifies mastery of the information necessary to manage the release-of-information process.

The certificate demonstrates:

- General medical records knowledge
- Aptitude in situations involving patient privacy
- Understanding of release of medical information
- Understanding of HIPAA and its related requirements
- Managing subpoenas, affidavits and medical record certifications

Candidates taking the AHIOS exam must have fulfilled one of the following AND must be employed by a member of the Association of Health Information Outsourcing Services (AHIOS):

- Health care information credentialed (RHIT, RHIA or CCS)
- Has worked in release-of-information for at least one year
- Has attended post secondary education in HIM but is not certified as an RHIT



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UNPARALLELED QUALITY: PROCESS

Quality Process

Powered by innovative technology, the **BACTES** automated quality process is reinforced by precise hands-on quality assurance. **Each request/record is reviewed four times**, an industry-leading practice. Our unparalleled multi-step process rigorously protects the security and accuracy of your records. Here's how:

Quality Steps

1. Review request/authorization for HIPAA compliance and records requested. Verify that the correct record has been pulled to fulfill the request. (**BACTES** Field Representative)
2. Verify that all records scanned by **BACTES** Field Representative get uploaded to BactesPro. (**BACTES** Data Capture Department)
3. Review each record, verify HIPAA compliance, capture requestor and patient information, verify that the records and the request are for the same patient. (**BACTES** Data Capture Department)
4. Review information on record as recorded by Data Capture Department. Verify and invoice the record according to state statutes, national agreements and/or other applicable guidelines. (**BACTES** Invoicing Department)

5. Review each printed (or electronic) page of the record. Verify the following:
 - a. Request is valid
 - b. Records match the request
 - c. All pages in the record belong to the patient on the request
 - d. Address and requestor information
 - e. Image quality is acceptable.
 - f. No information requiring special authorization is present in record.Record any misfiles and complete the record. (**BACTES** Quality Department)

6a. Before mailing, recheck to ensure that request and records attached are for the same person, verify that mailing address matches the address on the request. (**BACTES** Quality Department)

6b. Before delivering electronically, recheck to ensure that the records attached are for the patient requested, verify the electronic delivery method and verify the destination pathway. (**BACTES** Quality Department)



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UNPARALLELED QUALITY: THE BACTES QUALITY DIFFERENCE

The BACTES Quality Difference

BACTES quality processes are demonstrably different from others in our industry, offering **BACTES** clients unprecedented security and efficiency. Our technology powers an exceptionally effective combination of automation and hands-on quality assurance. **BACTES** performs a 100% quality review on all work captured and fulfilled. Following our secure uploading function, medical records and the associated requests/authorizations are guided through our industry-leading quality process. Facilitated by **BACTES** process automation, **four additional reviews of every request/record occur** prior to release. **BACTES** quality processes provide a measurably higher level of security and accuracy than most in-house departments and other providers in the industry.

How We're Different

Using your current process, how many people check each record for potential HIPAA or HITECH violations before the record is mailed or transmitted? When you work with **BACTES**, our Field Representative carefully fulfills the request in your office, checks for HIPAA compliance and sensitive information, and then transmits the records to our corporate office. At the **BACTES** service center, our Quality Assurance team acts as a second, third, and fourth set of eyes.

During Multiple Levels of Quality Assurance, These Are Just Some of the Steps We Take:

- Review the record and associated request to ensure an accurate match.
- Ensure that the name and second identifier on the request match the record.
- Check for the nine elements of a valid HIPAA request/authorization.
- Verify that the record meets the "minimum necessary for fulfillment" HIPAA requirement.
- Review each page of the record for sensitive information (HIV, AIDS, Substance Abuse, etc.) and confirm that only patient-authorized information is released.
- Identify hundreds of misfiles monthly and return them to our clients to ensure accuracy and prevent unauthorized disclosures.



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HITECH ACT COMPLIANCE ASSISTANCE

The HITECH Act: Are You Ready?

The health care industry is always changing and right now it is changing quickly. Some of the most urgent changes facing Health Information Management today are a result of the Health Information Technology for Economic and Clinical Health (HITECH) Act, part of the American Recovery and Reinvestment Act (ARRA) of 2009. While the legislation has been evolving for some time, implementation is now happening throughout the United States.

If you haven't already addressed the implications of the HITECH Act, it's time to take action now.

New HIPAA Requirements

The HITECH provisions of the Economic Stimulus Act significantly expand HIPAA regulations to include mandatory data breach notifications, heightened enforcement, expanded patient rights, and increased penalties. As a result, health care providers need new and enhanced processes to ensure compliance.

Falling behind on the new requirements for HIPAA compliance can be expensive.

HITECH Act Compliance Assistance

Learning about and meeting the latest requirements of the HITECH Act is a stress-inducing burden. **BACTES** relieves that burden, allowing you to focus on patient care.

With BACTES as your partner in HITECH Act compliance, you can:

- Protect your organization from costly violations.
- Achieve ongoing compliance with the highest levels of security and quality.
- Prepare for the future with an extensive audit trail.
- Rely on a partner to guide you through the process of implementation.
- Facilitate newly expanded HIPAA requirements for patient rights.
- Depend on a company that has demonstrated expertise with EHR systems.
- Trust in our innovative technology for compliance.
- Work with a team of dedicated professionals, committed to your success.



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