

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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