



We treat *every* medical record as if it were our *own*.

Release of Information (ROI) – Mobile, Onsite, or Remote | Digital Medical Record Archiving

HITECH Act Compliance Assistance | Onsite and Offsite EMR/EHR Scanning

Recovery Audit Contractor (RAC) Support Services | Audit Support Services



**Security. Trust. Reliability.**

## 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. Our local owner business model is uniquely positioned to provide personal, reliable services and consultation to hospitals and physician practices, both large and small.



Our quality processes provide a measurably higher level of security and accuracy than most in-house departments and other service 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.

### CERTIFIED RELEASE OF INFORMATION SPECIALISTS (CRIS)

In addition to providing ongoing education to our staff, **BACTES** invests in CRIS (Certified Release of Information Specialist)-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.

### OUR VALUES

**BACTES** is committed to the principles of servant leadership. We practice honesty, integrity, and

fairness in our relationships with clients, partners, and team members. When you partner with **BACTES**, you work with friendly, knowledgeable professionals who are committed to service, integrity, and your success.

## 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. **BACTES** quality processes provide a measurably higher level of security and accuracy than most in-house departments and other providers in the industry.

## Security and Confidentiality

**BACTES** maintains strict HIPAA compliance, and we continually adjust our policies and processes to meet the changing demands of HIPAA standards. We stringently maintain the privacy of the protected health information that is shared with us. **BACTES** meets or exceeds all current standards for medical records business associates.



Our comprehensive, customized, and innovative services help your organization become more profitable, productive, and secure.



## Our team delivers the tools you need to streamline your workflow and serve your patients with excellence.

BACTES helps your organization meet the challenges of today's rapidly changing health care environment. We are committed to providing our clients with the highest levels of quality, security, professionalism, integrity, and responsiveness.

### Comprehensive Services

- 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

#### BactesPRO ROI: 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 processes that protect your organization while bringing efficiency and cost savings to your ROI process.

#### DIGITAL MEDICAL RECORD ARCHIVING: SECURE ONLINE STORAGE AND RETRIEVAL OF YOUR MEDICAL RECORDS

Excellent health care demands convenient, simple, 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. 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.

#### ONSITE/OFFSITE EMR/EHR SCANNING

The BACTES EMR 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. Our seamless process presents no disruption to your practice. We help you prevent costly and inconvenient misfiles, expedite the ingestion process, optimize system performance with organized and sectioned medical records, and assist you with developing a comprehensive plan for medical record conversion.

#### RECOVERY AUDIT CONTRACTOR (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. Our expert consultation and state-of-the-art processes help mitigate the significant financial risks associated with RAC.

#### AUDIT SUPPORT SERVICES

Our innovative solutions for audit support help alleviate the potential for financial risk due to a lack of audit preparation and response.

#### HITECH ACT COMPLIANCE ASSISTANCE

BACTES provides consultation about HITECH Act compliance and helps protect your organization from costly penalties.

**Learn more online at [www.bactes.com](http://www.bactes.com) or call us at 800.560.3800.**

# Field Contact Information

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**BACTES** currently serves clients in Arizona, California, Colorado, Connecticut, Florida, Georgia, Massachusetts, Michigan, New Hampshire, Nevada, New Mexico, North Carolina, Ohio, Rhode Island, South Carolina, Texas, Utah, and Virginia. We are continuously expanding our reach – please contact our headquarters if you do not see an office near you.



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