

RECORD RETRIEVAL

SCHEDULING | RETRIEVAL | FOLLOW-UP | PROGRESS TRACKING



We are committed to your success. For the last 9 years, we have worked hard to build a quality, reliable chart retrieval offering.

SERVICES

- Medical record acquisition



- Encounter-based MR abstraction

Professional | In-home | Outpatient | Inpatient

- Proper data loads
- Professional & experienced
- Strong provider relationships
- Performance metrics

QUALITY/HEDIS® AND RISK ADJUSTMENT INITIATIVES

All of our scheduling, retrieval, follow-up and progress tracking are powered by HDVI's MRCS platform. MRCS is a HIPPA- compliant medical record workflow automation and analytics platform, for Quality/HEDIS® and Risk Adjustment initiatives.

MRCS does not require you to install any new hardware or software, and doesn't require on-going maintenance. It is web-based, secure, and provides real-time visibility into every stage of progress. We leverage the following modules for record collection:



Provider Services - Scheduling and management of chart collection logistics for on-site techs, fax, mail and electronic transfer.



Medical Record Intake - Automated process for quickly ingesting charts into the MRCS platform



Secure Virtual Print - Enables medical records to be directly transmitted from any EMR into MRCS by the simple click of the PRINT button.



Medical Record Quality Assurance - Ensures the charts are complete, legible and ready for medical record review before going to coding or abstraction.

We offer local, on-site retrieval teams that diligently provide quality assurance for medical records to ensure that they are complete. Our proprietary SVP (Secure Virtual Print) technology captures records electronically, for efficient, paperless transmission. We also support a national, mobile team of professional and courteous field retrieval technicians.

Our Service Level Agreements ensure that our incentives are aligned. We work hard to provide rapid resolutions when issues arise. As a result, our provider satisfaction metrics (Net Promoter Score) are among the highest in the healthcare industry, which proves to our clients the quality of our interactions with their networks.

For more information about HDVI's record retrieval services, contact:
(630) 200-5008 | gregg.morin@healthdatavision.com