

TECH-FORWARD ROI SOLUTION DELIVERS PRECISE CLINICAL DATA

How greater transparency and increased emphasis on compliance fosters trust in ROI

BACKGROUND

Trust and transparency. These were the top two priorities for one Minnesota-based regional medical center (Health System A) as they sought a new solution for Release of Information (ROI). Health System A is spread over multiple hospital campuses, several primary care clinics, and employs more than 1,000 physicians. As a part of a larger health system, it was important that the ROI solution could integrate smoothly within the existing infrastructure.

Additionally, with cyberattacks happening more frequently and ever-evolving regulations, there was an urgent need for a privacy-centric, precise approach to Release of Information.

CHALLENGES

Seeking a partner they could trust, Health System A wanted a tech-forward solution that enabled local staff to respond to large volumes of ROI requests in a timely, accurate manner. On a yearly basis, the team responded to over 27,000 total requests. Turnaround times were longer than the industry norm and there was increasing concern that offshore resources had access to sensitive data.

In addition to the large volume of requests, the HIM Manager of Health System A wanted a solution that had expert staff well versed in relevant regulations. Releasing minimum necessary data to requestors was a priority, as well as ensuring only the appropriate resources had access.

To modernize ROI, the HIM team required as near real-time visibility into request status as possible.



“It’s a feeling. I feel like the Moxe team cares about what our outcomes are...

I now understand how Release of Information should work.”

**—HIM MANAGER,
MINNESOTA-BASED REGIONAL
MEDICAL CENTER**

SOLUTION

Moxe's digital-first, privacy-centric ROI solution was selected because of the emphasis on transparency, compliance with minimum-necessary release restrictions, and staff expertise. Utilizing Moxe's modern technology, Release Specialists are able to efficiently respond to thousands of requests in a fraction of the time it would otherwise take. With Moxe's technology, the HIM staff have confidence that all requests are handled appropriately.

RESULTS

After one year of working together, Moxe has delivered tangible value.



Increased staff productivity through technology and expertise: Moxe's modern, streamlined ROI solution has responded to over 27,000 requests in the first year, saving 5,647 manual hours and increasing staff productivity.



Faster turnaround times: Down from 7-8 days previously, the average request turnaround time was 1.5 days. 98% of in-scope requests were responded to in less than 10 days.



Greater transparency and trust: Moxe is a trusted partner for Health System A. With accurate, transparent reporting the team can quickly see where requests stand. "We can see who they're billing, what they're billing for, and how much. That shows true transparency with the organization."



Ease of implementation: From implementation through account management, Moxe's people make the difference. "Moxe's team is professional and thorough. I am confident that our data is being handled appropriately," shared the HIM Manager.

ROI is a personal business. Providers need to have trust in the partners they select to handle sensitive data in accordance with regulations. "It's a feeling. I feel like the Moxe team cares about what our outcomes are," shared the HIM Manager.

BY THE NUMBERS:

27,000
charts automated



5,647
hours saved in manual
chart retrieval



1.5
average days for request
turnaround time



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—HIM MANAGER

To learn more, email us at hello@moxehealth.com or online at www.moxehealth.com.