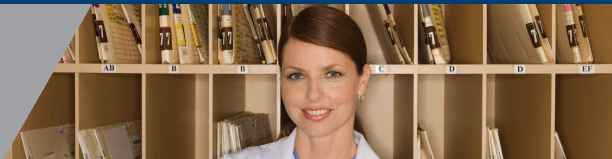


Release of Information Solution



WE USE IRON MOUNTAIN TO STORE OUR PAPER RECORDS. WHAT IS THE BENEFIT OF USING YOU FOR RELEASE OF INFORMATION (ROI) TOO?

By combining Iron Mountain's records storage and Release of Information (ROI) Solution, you can mitigate compliance risks and have confidence that your patient information is securely protected. Iron Mountain facilities meet privacy regulation requirements and include physical access controls, intrusion detection systems and advanced fire suppression controls. We also strictly enforce processes governing access to our buildings. Since your patient charts will not leave our secure record centers to process and fulfill ROI requests, we can ensure a highly secure chain of custody. We can also scan and store patient information needed for ROI, allowing you to jumpstart the transition to electronic records by building your electronic records library for future transition to a broader EHR solution.

WHAT KIND OF TECHNOLOGY DO YOU HAVE IN PLACE FOR ROI PURPOSES (SCAN, COPY, E-DELIVERY, ETC.)?

Iron Mountain currently offers scanning and copying services with a robust roadmap to deliver other technology solutions in the future. In addition, our document conversion service and secure image hosting solution can help fast-track your transition to electronic records while meeting your immediate release of information needs.

WHAT TRAINING DO YOU PROVIDE YOUR STAFF?

Iron Mountain is committed to providing our clients with the very highest quality of service. Each associate receives thorough training, and is issued a written Release of Information Training and Procedure Manual to assist them during the training period and for continued future reference. Our program tests the accuracy and skill level in all the core ROI functions. Competency assessments are obtained through written tests and quality checks. Associates must achieve and maintain a minimum of 95% accuracy in

each ROI training module. By properly training our staff, we deliver outstanding service and help your team avoid a constant barrage of questions.

WILL YOU INCLUDE MY STAFF IN EDUCATIONAL TRAINING/PROGRAMS?

Yes, your staff will be included in Iron Mountain's educational and training programs. This includes initial training and any supplemental sessions, such as educational forums to review legislation changes.

When appropriate, we obtain AHIMA certification for educational programs and offer continuing education credits to our customers as well as our staff.

DO YOU HIRE AHIMA-CREDENTIALLED MANAGERS?

Our ROI associates are managed by a dedicated team of knowledgeable, AHIMA-credentialed experts, with over 60 years of combined ROI experience. We pride ourselves on providing consistently outstanding customer support so you can depend on us to be a seamless extension of your own department.

HOW IS YOUR STAFF COMPENSATED?

Unlike other vendors that pay employees based on productivity, Iron Mountain compensates our ROI associates with a competitive, hourly wage. Our compensation structure deters chronic staff turnover, high processing errors and the inconsistent or unreliable service that plagues other vendors.

Additionally, Iron Mountain employees receive one of the most comprehensive and generous benefit packages in the industry.

I WOULD LIKE TO USE MY STAFF FOR A PORTION OF THE RELEASE WORKFLOW. WILL YOU SUPPLEMENT THE FUNCTIONS ALREADY PERFORMED IN-HOUSE BY MY STAFF?

Iron Mountain will be a seamless extension of your Health Information Management department, whether you completely outsource ROI or augment functions performed in-house by your staff. Given the complex nature of the ROI workflow and labor-intensive steps

involved, we can take over all or some of the processes, particularly back-end functions that fall outside of the core competency of your department.

WHY SHOULD WE OUTSOURCE ROI VERSUS PROCESSING REQUESTS IN-HOUSE?

Processing ROI requests can be costly when you factor in numerous expenses — labor, capital for copying and scanning equipment, supplies, postage, real estate, collections and bad debt. With our economies of scale, Iron Mountain can reduce costs and provide ROI services more efficiently and cost-effectively than can be done internally. Also, by combining ROI with our health information records management services, we can eliminate chart retrieval, re-file and transportation fees. Further, when you outsource ROI, you can free up valuable space, and redirect in-house staff to other critical functions.

WHAT STEPS DO YOU TAKE TO ENSURE COMPLIANCE WITH HIPAA?

Iron Mountain's ROI associates are HIPAA-trained. We ensure that each ROI request and authorization includes the required elements to be HIPAA-compliant and our stringent performance standards require every ROI associate to adhere to the following privacy and confidentiality standards:

- Maintain confidentiality at all times and limit patient information to only those as required to perform their job functions.
- Know and adhere to state and federal ROI guidelines.
- Perform quality reviews of all work to ensure that released documentation is consistent with the patient authorization and meets state and federal regulation.

HOW QUICKLY ARE REQUESTS PROCESSED?

Our goal is to process all requests quickly and efficiently. While turnaround times vary by facility, requests are typically processed within three to seven business days, well within the 30-day HIPAA requirement for covered entities.

HOW DO YOU LOG, TRACK, AND ACCOUNT FOR THE DISCLOSURES?

All requests are logged and tracked using our ROI tracking software. A Release Request Summary provides a detailed account of all disclosures and is found in the Customized Reports feature of our tracking software. The software also includes an alert feature that accommodates additional reminders when patient information includes disclosure limitations mandated by either federal or state privacy restrictions. Extensive reporting capabilities help us to manage request fulfillment. Unlike our competitors, we provide access to the data stored in the software to our customers.

DOES IRON MOUNTAIN HAVE A SHARED REVENUE OPTION?

Iron Mountain offers several pricing options. Using our customized approach, we will work closely with you to design and execute an ROI solution that meets your specific needs.

DO YOU HAVE A SEPARATE PROGRAM FOR RECOVERY AUDIT CONTRACTORS (RAC) AUDITS?

Several ROI competitors are using the recently announced RAC initiative as an opportunity to capitalize on the healthcare industry's concerns related to RAC audits, creating 'specialized' solutions in order to respond to RAC requests. Iron Mountain has always focused on meeting regulatory requirements, and RAC is no exception. We will naturally respond to all RAC requests and in accordance with the delivery method requested by RAC auditors, in the timeframe specified.

WILL YOUR SOLUTION REQUIRE OUR IT RESOURCES FOR DEPLOYMENT?

Our hosted Web application allows you to implement Iron Mountain's ROI Solution with no complicated IT deployment. All product maintenance and upgrades are performed by Iron Mountain at our secure data center, freeing your staff to focus on other core IT projects.

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