

Release of Information (ROI)

MRO's #1-rated ROI solutions enable healthcare organizations to compliantly, securely and efficiently manage the ROI process by delivering industry-leading levels of quality, service and technology.

Five Essential Attributes to Consider When Selecting an ROI Solution

There are many factors to consider when searching for the right ROI solution. Knowing the key ROI criteria to evaluate ensures the success towards achieving your organization's long-term goals. Below are five suggested attributes to consider during your search:

1. Ease of Use

A user-friendly and dependable system is top priority. *Suggested questions:*

- What does the screen layout look like?
- Is the drop-down menu verbiage easy to understand?
- How often has the system gone down in the last 90 days?
- What is the backup plan?
- Have there been latency issues?
- How are notifications communicated to the client and field staff?



2. Workflow

Efficient and effective workflows will ensure timely and accurate protected health (PHI) disclosures— something that all medical records requesters expect. *Suggested questions:*

- Does the workflow make logical sense?
- Does the workflow promote productivity for employees?
- All systems have some limitations, but are those accounted for in developing the workflow process, and do they make sense to you?
- Do you have productivity benchmarks you can provide?



3. Turnaround Time (TAT)

Federal and state laws require specific turnaround times in fulfilling requests for PHI. It is not an option. Requesters of PHI also expect to receive their records in a timely manner. Organizations must be prepared to meet all requirements and patient expectations. *Suggested questions:*

- What is the average turnaround time for requests by requester type?
- How often do you have backlogs?
- What is the process to monitor deadlines to ensure compliance is met?
- Are there reports that can be provided or accessed to monitor TAT?



Essential Attributes for ROI Solutions, cont'd

4. Industry Reputation

Partnering with a vendor that is known for customer satisfaction and for being experts in the industry makes a promise to your customers that you're investing in their experience as well. *Suggested questions:*

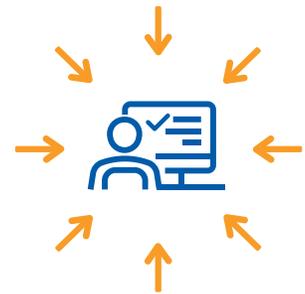
- What are the company's mission, values, and goals?
- Do they align with your organization?
- Is the staff knowledgeable, highly skilled, trained well, and credible?
- Is there an apparent history of excellence, as determined by a third-party evaluation?
- What do you hear by "word of mouth?"



5. Capacity to Handle Volume

Request volumes fluctuate depending upon time of year, such as HEDIS season. The quality of service or work productivity should not be impacted simply because the volume has increased. The right solution for your ROI will be able to handle that increased volume while keeping service levels high. *Suggested questions:*

- Is there a specific department or team to handle high-volume requesters?
- If not, how are these requests processed in a timely manner?
- Is there a specific department to handle large audits that arise throughout the year?
- If not, what support can be provided to make sure deadlines are met?



MRO: Rated #1 for ROI Since 2013

As the **2020 Category Leader**, MRO was rated **#1 for ROI** with an overall performance score of 92.5 out of 100, and received A's and B's across all five graded categories: loyalty, operations, services, relationship and value.

Best in KLAS is a recognition given to vendors for outstanding efforts to help healthcare professionals deliver better patient care. Designation is reserved for the software and services market segments that have **the broadest operational and clinical impact** on healthcare organizations.

When evaluating ROI solutions, please contact MRO at sales@mrocorp.com or **610.994.7500** to learn more about **the industry's #1 ROI solutions provider**. For more information, you can also visit www.mrocorp.com.