

How a Texas-Based FQHC Practice Saved Tens of Thousands of Dollars Each Year

Overview

Lone Star Circle of Care (LSCC) is a nonprofit organization delivering primary and behavioral health care for underserved patients in the community. With thirteen locations across Texas, the group achieves annual volume of more than 355,000 visits from over 95,000 patients.

The clinic had faced mounting administrative burdens for time-strapped staff members. After originally managing the release of medical records in-house, to then outsourcing the service to a less-equipped release of information provider, the practice struggled with disjointed processes and a backlog 30 days deep - even as associated costs continued to rise.

- Monthly costs topped \$5,000 due to postage charges and billing errors.
- 30+ days for record fulfillment frustrating patients and other institutional partners.
- Increasing security concerns with the client's previous partner

Approach

The clinic transitioned all backlogged record requests and all patient, provider and third-party requests to MedRelease, HealthMark's proprietary record management platform. LSCC now has an activated dashboard within MedRelease to track and monitor status updates with full integration into their EMR system, NextGen. The upgraded digital ROI management maintains compatibility between MedRelease and their EMR. MedRelease's secure infrastructure allows for complete adherence to federal and state regulations using multiple risk mitigation checkpoints to safeguard PHI.

Results



amount of money spent by qualifying for HealthMark's no-cost model



average turn-around time for medical record requests (hours), down from 30 days



requests fulfilled in one year from attorneys, auditors, payers, physicians, patients, etc.

