

# How Charleston Internal Medicine Saves Hundreds of Hours on Medical Record Releases

## Overview

Charleston Internal Medicine (CIM) is a practice that includes internal medicine and family medicine physicians as well as mid-level providers. CIM is an independent practice – unusual in the area – while practices nearby have been consumed by larger entities. CIM and other private practices have joined an ACO to protect the smaller practices and save patients money.

## Problem

CIM was dealing with an overload of record requests and other patient documentation – all of which were received from a variety of sources such as directly from the patient or via fax, mail, or phone call. Upon receipt of requests, the medical records clerk had several steps to complete, including confirming the provider, the due date, and ensuring there was sufficient time to complete the form. All of this led to security risks due to manual tasks, staff burnout, and a poor experience for patients.

- An overload of manual paperwork to handle with 10-20 record release requests coming in every day
- Manual verification of a plethora of information in order to take next steps to help the patient
- Needed curbside, remote check-in options during the pandemic to keep people out of the lobby

## Approach

CIM has been an OTech customer for 15 years, which is how they were introduced to Healthmark Group. When CIM started searching for options to reduce the administrative burden and keep patients safe during the pandemic, they found that HealthMark Group (HMG) offered great solutions. HMG was a one-stop-shop for keeping track of medical records in a secure, digital format that streamlined CIM's processes, plus they offered a simplified solution for curbside check-in. Overall, CIM needed a way to automate more processes to keep staff members happy and patients safe, and they found solutions in HMG's OTech and MedRelease platforms.

## Results



The practice saves an hour every day due to HMG's simplified management of record requests



Front office staff are freed up from the traditional face-to-face check-in process.



HMG improved CIM's medical record release turnaround time from 30-40 days to just 16 business hours or less.



Patient now, privately and securely, enters confidential information, on OTech's in-office kiosks or digital check-in—protecting PHI and HIPAA.

