

# How an Acute Care Medical Group Reduced Average Turnaround Time for Medical Record Release From 48 Days to Under 48 Hours

## Overview

In January of 2020, HealthMark Group was engaged by one of the largest physician-owned and physician-led acute care medical groups in the United States. With service lines including emergency medicine, urgent care, and virtual health, the client focuses on building custom solutions for many of the country's most prestigious and well-respected healthcare systems.

Prior to partnering with HealthMark Group, the client had nearly 7,000 backlogged medical record requests dating back to July 2019. In-house resources for handling such requests were insufficient, consisting only of a single employee. This minimal bandwidth resulted in frustrated customers, increasingly high compliance risks, and a clogged process for releasing records appropriately.

“...over 7,000 medical record requests were backlogged six months...”

## Approach

Partnering with HealthMark Group meant shifting all responsibilities of processing existing and future medical record requests to MedRelease, HealthMark's proprietary record management platform. With an internal team of specialists dedicated to the client, HealthMark pulled all existing requests from the previous partner to clear out the backlog, all while fielding new requests and remaining fully integrated with Athena, the client's EMR system.

Access to a dashboard within MedRelease grants full transparency of activity and reporting, which has allowed the client to stay informed about the status of requests. The platform's secure infrastructure also ensures that the process remains fully compliant and in adherence to federal and state regulations to safeguard PHI and mitigate risk.

## Results



requests completed in two months, of which ~66% were backlogged and 34% were new



days to resolve nearly 1,000 pending issues related to dated requests



number of hours to turn around requests after two months of partnership

