

## IMPROVING THE PATIENT EXPERIENCE

Demand for patient-safe solutions is growing, and we are creating state-of-the-art remote tools to help you meet this shift. Our easy-to-use, convenient solutions create a virtualized experience that allows your health system and your patients more freedom and flexibility than ever. Verisma Request App® (VRA) can help you deliver exceptional care and service to your patients.

### CONVENIENT ACCESS

With VRA, patients can complete, sign, and submit their requests electronically from the comfort of their home (or anywhere else, for that matter) and at their convenience 24/7. Mirroring the functionality they experience in other areas of their lives — e.g., banking, shopping, travel — patients can access VRA through your public web site or through your patient portal process, provide relevant information and securely submit their electronic ROI request.

### AUTOMATED MANAGEMENT AND PROCESSING

Each request submitted through VRA is automatically and immediately entered into the Verisma Release Manager® (VRM) platform, eliminating manual data entry steps, and is managed and processed in a timely and compliant manner.

### ELECTRONIC FULFILLMENT

Patients are also able to instantly receive and download their records via VRA or have their records uploaded and delivered through your patient portal solution.



## AUTOMATED ACCESS TO COVID-19 RECORDS

Patients are being asked to provide evidence of their COVID-19 test results and/or their COVID-19 vaccination records to their employers and schools. Verisma Request App® (VRA) provides patients with a remote and safe way to quickly order and access their COVID-19 related records, minimizing onsite patient traffic and inbound phone inquiries while enabling an automated and safer process for health system staff.

## ROI THAT PROMISES TO PROTECT

Built on more than 20 years of experience and the foundational principles of truth and accuracy, Verisma brings you a partnership you can trust with the compliance-driven technology you need. Our disclosure management system was built with an understanding of your needs. Every aspect of our ground-breaking automation is designed to help you feel compliance-confident. Our partnership is truly a promise to put patient protection first.

# VERISMA REQUEST APP®

## ATTORNEY-APPROVED

VRA offers the same self-service capabilities available to patients and their families, along with an expanded online request management portal, to third-party attorney organizations. 100% of attorneys surveyed said they would recommend VRA to their colleagues, as they can now order, track, pay for, and receive requests from any web-enabled device. This change enhances efficiency, eliminates the compliance risk and stress of a paper-driven request process, and results in a more satisfied requestor experience.

### Benefits of VRA include:

- Up to a 50% reduction in total request turn-around times with elimination of an antiquated manual record request workflow process
- Up to a 30% reduction in record request processing costs associated with a traditional paper-driven process
- Improved requestor satisfaction with ability to self-manage the entire experience online for all submitted record requests
- Decreased risk to the healthcare organization with the elimination of common paper-driven request errors

Convenient access means satisfied patients and other third-party requestors. That's what VRA delivers to you.

“Verisma Request App® is very straightforward and easy. I love that I get a receipt confirmation.”

- *Attorney from the Southeast*

“We receive records much quicker than we ever did requesting them by fax or mail.”

- *Paralegal from the Midwest*

“I wish other facilities used something similar to Verisma. I like knowing my request was received and that I have a contact person to reach if I have any questions.”

- *Attorney from the Northeast*

# V E R I S M A R E Q U E S T A P P ®

IMPROVE YOUR REQUESTOR ENGAGEMENT INITIATIVES

DELIVER INNOVATIVE, ONLINE RECORD REQUEST AUTOMATION FOR PATIENTS AND ATTORNEYS

REDUCE THE COMPLIANCE RISK ASSOCIATED WITH ANTIQUATED MANUAL REQUEST WORKFLOWS

## LEARN MORE

Contact us to learn more about how VRM automates and streamlines all workflows related to release of information. And about how Verisma's advanced technology solutions, such as VRA, make the ROI experience convenient and hassle-free for your patients and other third-party record requestors.