

## IMPROVING THE PATIENT EXPERIENCE

Patients no longer go to a provider or facility simply because their doctor told them to. Patients today embrace their rights as consumers of healthcare services — and leverage their opportunity to choose. This means your health system must compete. And to come out on top, it must deliver exceptional care — and equally outstanding service. Disclosure management plays a significant role in improving the patient experience. And the Verisma Request App (VRA) can be a game changer for you.

### 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

The request is automatically and immediately entered into the Verisma Release Manager™ (VRM) solution, eliminating manual data entry steps, where it is managed and processed in a timely and compliant manner.

### ELECTRONIC FULFILLMENT

Patients are also able to receive and download their records via VRA or have their records uploaded and delivered through your patient portal solution, if they so choose.



## CONVENIENT ONLINE ROI ACCESS FOR PATIENTS, THIRD-PARTY REQUESTERS

Patient satisfaction is critical to success in health care today. Bringing the convenience of online access and a consumer-minded approach to disclosure management enhances the experience patients have with your organization.

## ROI THAT PROMISES TO PROTECT

Built on more than 17 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, and every module and security tool was designed to help you feel compliance-confident.

Our partnership is truly a promise to put patient protection first.

# VERISMA REQUEST APP™

## CONVENIENT FOR ALL REQUESTERS

This convenience and security will also soon be available to other third-party requesters such as those within the organization, commercial health plans and attorneys, offering the same record-ordering convenience enjoyed by your patients.

Through this remote, self-service approach, VRA reduces or eliminates a great deal of confusion, frustration and stress for requesters:

- Finding the medical records office on a large medical campus (or having to go to multiple facilities),
- Working around the often-limited hours of onsite record departments,
- Understanding the fees and scope of their record copies, and
- How long it will take to receive their record order.

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

"Patients are increasingly consumer-minded when it comes to health care. Organizations like mine are committed to delivering the best possible patient experience from admission to discharge and beyond. VRA helps us make the task of requesting records simpler and more convenient."

- Laurie Fiore, RHIA  
General Manager CDI/Care  
Coordination/UR/HIM NCH  
Healthcare System

## VERISMA REQUEST APP

IMPROVE PATIENT ENGAGEMENT FOR YOUR ORGANIZATION

DELIVER CONVENIENT REQUEST OPTION FOR PATIENTS, OTHER REQUESTERS

STREAMLINE PROCESS FROM REQUEST TO RECEIPT

## LEARN MORE

Contact us to learn more about how VRM automates and streamlines all workflows related to release of information. And about how special modules like VRA make the ROI experience convenient and hassle-free for patients and other third-parties.