

# SAY HELLO TO AN EASIER WAY TO MANAGE RELEASE OF INFORMATION

Baptist Hospitals of Southeast Texas have found the partnership they sought with Verisma for Complete Release of Information services since 2008.

**THE CHALLENGE** • Baptist Hospitals of Southeast Texas (BHSET) had tried outsourcing Release of Information (ROI) and had managed all operations in-house, but still believed there was an opportunity to improve.

BHSET's Director of Medical Records, describes their situation before Verisma, "We had worked with other companies and ran into lots of complaints about turnaround times and poor customer service, among other things. Our clients were not happy. We brought ROI back in-house for a while and found that keeping up with hiring, training, and continuing education across multiple locations was more than we wanted to manage."

**THE SOLUTION** • When BHSET's Director of Medical Records heard Verisma could streamline their Release of Information processes, she was curious to learn more.

After evaluating Verisma's company culture and technology, BHSET realized Verisma would be the perfect partner to meet their needs – without any of their previous challenges. In addition to the technology Verisma offered, it was a significant bonus that Verisma was willing to interview and hire BHSET's current in-house ROI employees, ensuring a seamless transition.

"We were pleasantly surprised that Verisma was a whole different animal from any other vendor we had used."

- Director of Medical Records,  
Baptist Hospitals of Southeast Texas

**THE RESULT** • The onboarding process was seamless indeed, and their Director of Medical Records noticed immediate improvements within the first week of Verisma taking on BHSET's ROI operations. Within the early months of their partnership, all the previous challenges were worked out and Verisma had greatly improved turnaround times.

Now, if there's a question or concern, BHSET's Director of Medical Records feels confident in finding a solution quickly. "Would I recommend Verisma? Absolutely yes!"

Contact Verisma for all your health information management needs.  
[verisma.com](https://www.verisma.com) • 866.390.7404

## ROI SOLUTIONS THAT PROMISE TO PROTECT

Built on the foundational principles of truth and accuracy, Verisma brings you a partnership you can trust with the advanced, automated technology and customized service and support you need. Our partnership is truly a promise to put patient protection first.