

A PARTNERSHIP BUILT ON TRUST

New York-based Federally Qualified Health Center Sun River Health supports more than 250,000 patients across 50 sites. Sun River Health's Deputy Chief Operating Officer has seen the FQHC through expansions, rebranding, and the search for the perfect Release of Information and Inbound Document Management partner.

THE CHALLENGE • The year was 2015 and Sun River Health was growing fast with nine new care sites. Their Deputy Chief Operating Officer knew they'd need outside support for a number of their health information management processes.

The first task on his plate was getting better data to support quality measures, a key revenue incentive for the FQHC. Over time, they'd find a need for support in Release of Information and Inbound Document Management as well.

THE SOLUTION • Sun River Health's Deputy Chief Operating Officer had learned of Verisma (formerly ScanSTAT) from another FQHC Verisma client. The first assignment given to Verisma was a data quality measures project. Within three months, Sun River Health started seeing revenues from the quality measures. In addition, the client began providing an improved patient experience, thanks to the further digitization of the data.

As Sun River Health continued to grow, so did their relationship with Verisma. When the FQHC needed ongoing support for Release of Information, they again chose to partner with Verisma.

Time went on and the Deputy Chief Operating Officer noticed other HIM operations that could benefit from Verisma's expert team. Faxes and scans were taking up time staff could be spending caring for patients. Once again, Sun River Health's confidence in their relationship led them to choose Verisma's Inbound Document Management service to lift the burden from their clinical team and ensure inbound document management ran smoothly.

THE BENEFITS • Sun River Health continues to find new ways to improve care and the patient and provider experience in partnership with Verisma:

- 2015: Scanning Project
- 2017: Release of Information
- 2018: Forms Completion
- 2019: Inbound Document Management and Chart Abstraction

"Verisma's communication makes them an excellent partner. I can rest assured knowing that if there are any errors, Verisma will quickly communicate them, identify a resolution, and provide a final report. That transparency is key for us."

- Deputy Chief Operating Officer,
Sun River Health

Contact Verisma for all your health information management needs.

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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.