

CASE STUDY

Achieved Outstanding Results in **Delivering Patient Release of Information**

Release of Information (ROI) & Document Management Solutions Provider

Pennsylvania, USA

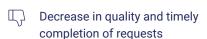
Size of Organization

1,000 - 5,000 **Employees**

15 Years



The Challenge





Lack of experienced staff due to cost constraints



Unable to deliver quality parameters and meet timelines



Lower client service satisfaction



HelioNext Solution

Introduced a phased ramp up plan

Initiated indexing process for one of its clients by using their website

Planned a transition process through efficient use of resources

Implemented efficient operations processes over 16 hours (8 hours on Indian time zone) to ensure TATs were met



Results

99.9%

Achieved 99.9% accuracy and exceeded high-quality parameters



Initiated special projects focusing on quality as a key parameter



Achieved regulatory compliance goals related to document security and patient privacy

150,000+

Requests processed in a month