

## CASE STUDY

# Achieved Outstanding Results in Delivering Patient Release of Information

## Type of Organization

Release of Information (ROI)  
& Document Management  
Solutions Provider

## Location

Pennsylvania, USA

## Size of Organization

1,000 - 5,000  
Employees

## Engagement Period

15 Years



## The Challenge



Decrease in quality and timely  
completion of requests



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