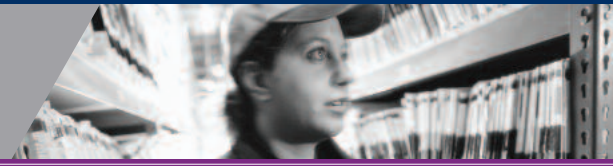


A Leading U.S. Health System



Iron Mountain and a leading U.S. health system reinvent medical records facility to ensure HIPAA compliance

- CUSTOMER:** A leading Chicago-based IDN
- BUSINESS:** Healthcare
- CHALLENGE:** Centralizing the records management systems for a 200-site healthcare system

Chicago is home to one of the top healthcare delivery systems in the country. Covering eight hospitals, with 3,500 beds and more than 200 sites, the IDN is the state's largest privately held full-service home healthcare company. With more than 24,500 employees, it is also the largest fully integrated not-for-profit healthcare delivery system in metropolitan Chicago.

In addition, the IDN has Chicago's largest economically aligned physician network, with more than 4,600 affiliated physicians, including almost 2,000 in physician hospital organizations (PHOs) and approximately 475 in three large medical groups.

As a leading healthcare provider, the IDN is continually striving to improve its patient care—including an important component, medical records management. In fact, its records management partnership with Iron Mountain had evolved over time to serve the needs of six hospitals and associated clinics. However, with increasingly stringent information requirements imposed by HIPAA, the IDN found it necessary to re-examine its records management policies and procedures system-wide.

As a result, the IDN decided to bring its records management system in-house, employing a competitive bid process to identify the most capable records management service provider. It solicited bids from a number of companies and then narrowed the process to include just Iron Mountain and one other provider. The two companies were then invited to bid on a turn-key solution for consolidating all files from its various hospitals and clinics into a purpose-built facility, thereby reducing costs and increasing efficiencies.

Iron Mountain presented a comprehensive bid, featuring the Comprehensive Health Information Management program which provides a highly predictable cost structure to simplify long-term budgeting. In addition, Iron Mountain's proposal

HOW TO MEET STRINGENT HIPAA REQUIREMENTS AND IMPROVE PATIENT CARE

Challenge

One of the top healthcare delivery systems in the U.S. sought to meet stringent HIPAA requirements—and deliver on its promise for improved patient care – by bringing its records management in-house. To meet that goal, it sought to identify the most capable records management service provider.

Solution

Iron Mountain proposed a turn-key solution, featuring its Comprehensive Health Information Management program, to create a highly predictable cost structure for simplifying long-term budgeting. In addition, Iron Mountain recommended its X-ray on Demand service for delivery of x-rays via the Internet.

Results

Iron Mountain now consolidates all files from the IDN's various members—with some 200 individual sites—into a single purpose-built records center. As a result, the IDN is able to stabilize costs and realize increased efficiencies in its records management system.

included X-ray on Demand, an x-ray digitization service which includes delivery of encrypted x-rays over the Internet. As part of the bid process, the IDN visited a local Iron Mountain facility to observe the various operational features and workflow processes for increased records management system efficiencies.

“We ultimately chose Iron Mountain because of the company’s ability to deliver a turn-key solution — one that provides us with stable pricing and budget visibility.”

As a result, Iron Mountain won the contract to operate and manage the entire facility. “We felt that the breadth of services and the technology solutions Iron Mountain had to offer were big decisions factors for us,” stated a member of the IDN bid team. “We ultimately chose Iron Mountain because of the company’s ability to deliver a turn-key solution – one that provides us with stable pricing and budget visibility.”

In spring 2004, Iron Mountain opened the purpose-built facility and began receiving records. “With this relationship, Iron Mountain continues to demonstrate the ability to provide cost-effective, turn-key solutions,” says Michael Karp, Senior Vice President of Sales at Iron Mountain. “Our Comprehensive Health Information Management program helps stabilize costs and increases efficiencies for our customers, enabling them to focus more time and energy on EHR transition.”

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