









FEATURES

BENEFITS

<p style="text-align: center;">GRM's Value Proposition</p> <ul style="list-style-type: none"> • Healthcare Platform • Access to EMR • Electronic Delivery • Web Access • HIPAA Certified Staff • Online Accounting of Disclosure • HIPAA, HITECH and JCAHO Compliant • Peace of Mind - Costs / Risk by GRM • Seamless integration for GRM storage Clients 	 EXPERIENCE
<p style="text-align: center;">Quality Assurance (QA) Program</p> <ul style="list-style-type: none"> • GRM's 9 Step Process to Better Release of Information <ul style="list-style-type: none"> Step 1 — Validate Requester for Legitimacy Step 2 — Capture/Collect and Sort Content Step 3 — Create Invoice (according to established State Statutes fee structure) Step 4 — Package and Validate Patient Information with Quality Control Step 5 — Collect ROI Fees Prior to Sending Content Step 6 — Deliver Content Step 7 — Send Fulfillment Notification Step 8 — Authenticate Receipt of Content Step 9 — Track ROI Content Activity 	 QUALITY
<p style="text-align: center;">Local Representation and Support</p> <ul style="list-style-type: none"> • Local Support Team Structure • Highly Trained Specialists • Quick and Efficient Turnaround Times 	 SUPPORT
<p style="text-align: center;">Virtual Customer Service</p> <ul style="list-style-type: none"> • Clients have the option to have GRM act as their Customer Service Team <ul style="list-style-type: none"> - Phone Call for Status Inquiries through 800 Number - Request Forms sent directly to GRM's ROI Department - HIPAA Authorization Forms on Customer's Website 	 TECHNOLOGY
<p style="text-align: center;">Hybrid Record Capability</p> <ul style="list-style-type: none"> • GRM's ROI Team will create customized workflow to work in any chart Environment <ul style="list-style-type: none"> - Paper Based - EMR/ EHR - Multi-Format Chart/ Multi-System 	 PROTECTION
<p style="text-align: center;">Web-Based Technology</p> <ul style="list-style-type: none"> • Web based Access to any EMR/ EHR System through VPN / Client Integration • 256-Bit Secure Socket Layer Encryption (SSL) • Multi Level User Access • Real Time Software Updates • 24 / 7 Technology Support • No Hardware Purchase Necessary 	 PROTECTION
<p style="text-align: center;">Regulatory Compliance</p> <ul style="list-style-type: none"> • Accounting of Disclosure Tracking • Adherence to Federal and State Fee Schedule • HIPAA, HITECH, JCAHO Compliant • HIPAA Security Rule GAP Analysis • AICPA Service Organization- SAS 70 Compliant 	 PROTECTION
<p style="text-align: center;">Accounting of Disclosure</p> <ul style="list-style-type: none"> • Our ORC provides tracking every step in the process • Provides Delivery notification • Complete reporting of who and when a record has been requested 	 PROTECTION