



# MEDICAL RELEASE OF INFORMATION (ROI)



(continued from front)

## UNIQUE CAPABILITIES

GRM delivers a more comprehensive ROI Solution than our competitors. We are a leading provider of both physical storage and cloud-based digital information management, a rare combination that enables us to provide unusually thorough and efficient ROI services.

For those ROI clients who take advantage of both of these services, we can directly access physical and digital records and fulfill requests more easily. And, for ROI clients who don't store physical records with GRM, our cloud-based platform can integrate with EMR systems, facilitating the efficient access and delivery of digital data.

Additionally, GRM offers a Legacy Data Archive that houses older records from decommissioned EHRs, effectively allowing GRM to access not only active records, but inactive historical records as well. For any ROI client, we can fulfill requests in any format, including hard copy, eDelivery, digital file download and the direct delivery of data to EMRs.



## OUR NINE-STEP ROI PROCESS

1. Validate the legitimacy of the requester to protect sensitive information
2. Capture, collect and sort requested information
3. Create invoice for the ROI services performed and those that have yet to be completed
4. Package and validate patient information for delivery
5. Collect ROI fees, or submit invoice prior to delivering content
6. Deliver information to the verified requestor
7. Send fulfillment notifications to the parties involved after delivery has been made
8. Authenticate the receipt of information
9. Track ROI content activity