

# Release of Medical Records

## Full Service

Our Release of Medical Records service is the cost-effective way for hospitals and clinics to handle release of medical records requests. Supna Healthcare Solutions takes care of the entire process from the initial request through collecting fees and mailing the appropriate documents.

### Step 1

Request for patient information is received at your hospital/clinic.

### Step 2

One of our Release Specialists visits your hospital/clinic. Records to be released are scanned.

### Step 3

Scanned documents are sent to our central processing center via a secure Internet connection.

### Step 4

The request is processed at our central processing center. Requester is sent invoice.

### Step 5

After payment is received, medical records are printed and mailed to requester.



## Benefits to Your Hospital or Clinic

- Increase in profits. Most healthcare facilities lose money on the process of releasing medical records due to the amount of work involved. Outsourcing to Supna Healthcare Solutions eliminates this problem.
- We provide our services at no cost to you. We simply collect our fees from the requesting party.
- Supna Healthcare Solutions handles all phone inquiries relating to the status of each release request.
- Our proprietary online system, RapidMR®, provides up-to-the-minute status information on all released medical records.

- RapidMR® generates numerous reports easily allowing your management team to monitor the entire process.
- Our 4-point quality control process minimizes errors.
- Our service helps your hospital or clinic comply with HIPAA regulations, which require an audit trail of all patient information that is released. Our system is electronic, so a log is automatically generated each time we process a request.
- Allow your staff to focus on more important activities, resulting in thousands of dollars saved annually for your facility.

- We use our own equipment for the entire process. We do not use your copying machine or paper.

## Benefits to the Requester

- Requesters no longer wait for records. Over 99.7% of the requests are processed and mailed within 1 business day.
- Payments can be made by check or credit card for faster service.

**Supna**  
Healthcare Solutions  
[www.supna.com](http://www.supna.com)

For additional information, please call (800) 962-3709