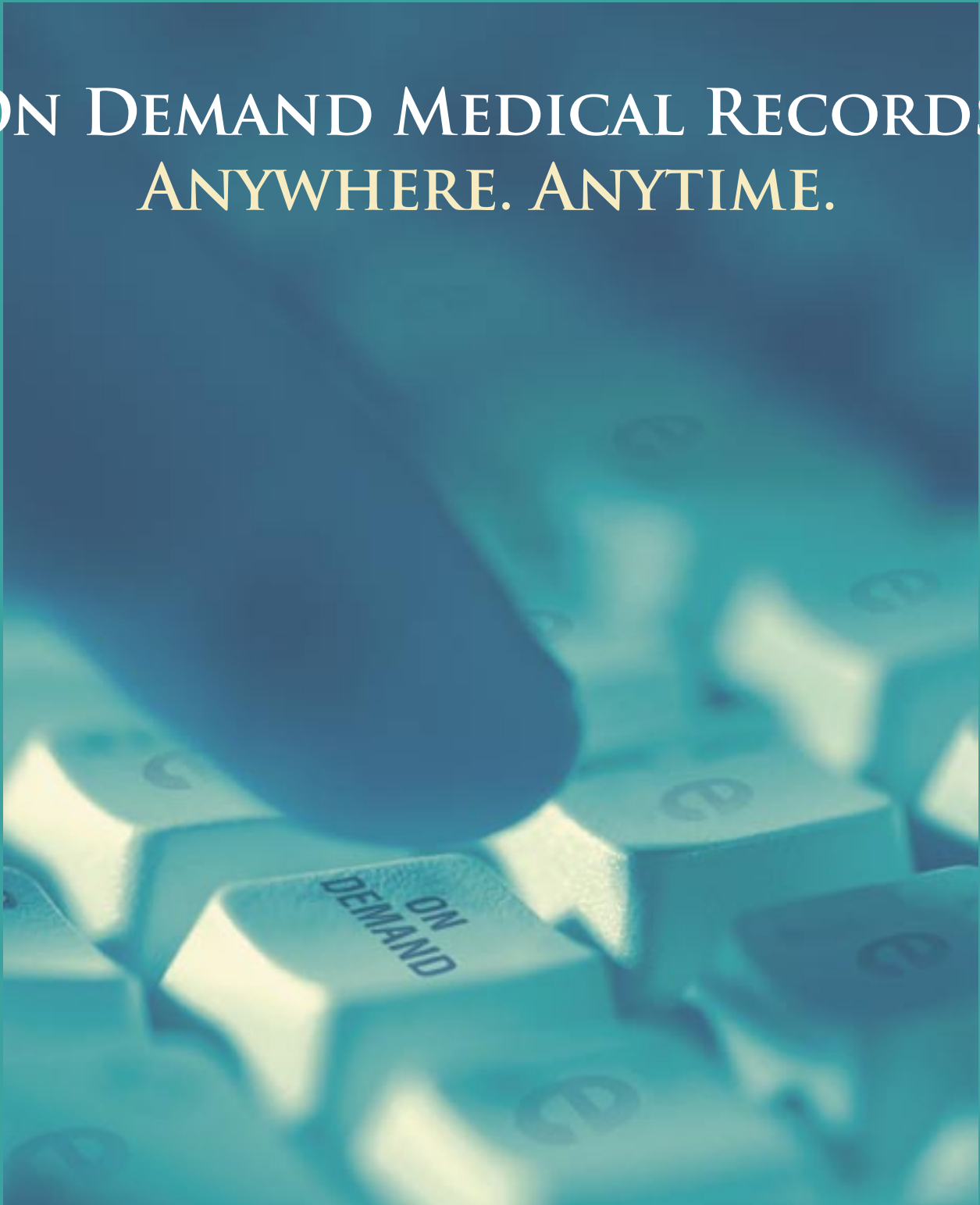


ON DEMAND MEDICAL RECORDS.  
ANYWHERE. ANYTIME.



CHARTONE™  
chart management solutions

Physicians, nurses, administrators—people all over your organization need to see the same medical records, at the same time. But paper charts simply can't give everyone the quick, efficient and secure access they need.

You have choices. You can continue to invest in managing paper. You can spend a great deal of time and money in expensive electronic medical records systems. Or, you can choose ChartOne.

With ChartOne, multiple users both within and outside your organization can access medical records simultaneously using our easy-to-implement, affordable products and services. We combine innovative Web-based technology with superior professional services to ensure medical records are there when and where you need them, anywhere, anytime.

#### **The Medical Record Management Pioneer**

ChartOne has over 20 years of experience managing both paper and electronic medical records. We scan and store millions of charts every year for organizations of all sizes, and we're the experts in access, storage, retrieval, coding, completion, billing and release of information.

We understand your need for fast, accurate, secure and cost-effective medical record management. In fact, tens of thousands of coders, billers, physicians, clinicians and other requestors rely on our services—online or offline, onsite or offsite—every day.

#### **Unrivalled Breadth, Immediate Benefits**

ChartOne's on demand solutions provide:

- Services designed to improve your operations and lower costs
- Reliable and secure Web-based applications
- Flexible, fast and affordable deployment options
- Incremental or complete paperless solutions
- Easy integration into your organization

ChartOne gets you up and running quickly. You'll realize immediate benefits, like reduced accounts receivable days and enhanced patient care.



On Demand  
Release of  
Information

# ON TIME AND ON DEMAND ACCESS

Your organization depends on you to have medical records when and where they are needed. With ChartOne, you get the right level of service—via technology, people, or both—to meet your HIM needs. ChartOne helps you move away from paper and toward e-HIM™, one step at a time.

### Work More Efficiently

ChartOne makes medical record information available simultaneously and enables increased collaboration. Our solutions help you:

- Reduce accounts receivable and discharge not final billed (DNFB) days by eliminating coding backlogs, completing charts faster and minimizing physician-signoff delays
- Streamline workflow with online tools to manage charts and prevent them from becoming lost or misplaced
- Improve clinician and staff satisfaction and recruitment through work-at-home options
- Enhance patient care by making charts available faster and at all times

### Remain Compliant


When it comes time to audit and review charts, ChartOne can help you eliminate layers of work with advanced reporting tools that:

- Help maintain compliance with HIPAA and JCAHO regulations
- Protect patient confidentiality
- Automate chart review according to predetermined criteria

### Get Just What You Need—e-HIM One Step at a Time

Our customized needs assessment ensures you get exactly what you need, nothing more and nothing less. There's no requirement to install a complete system immediately. You can automate one function at a time while moving your entire department to e-HIM with ChartOne.

As your needs change over time, ChartOne's combination of services and technology can change as well. You always have a flexible array of medical record management options.



On Demand  
Remote  
Coding

## ON TARGET WITH ON DEMAND SOLUTIONS

Healthcare billing is notoriously convoluted. Every day it becomes more challenging to recover costs quickly and keep your organization profitable.

### Improve Revenue Cycle

ChartOne gives you the tools to improve your revenue cycle with minimal capital investment. Our solutions help you:

- Reduce DNFB days
  - *Send your coders home, and you'll see DNFB days drop and coder productivity soar*
- Improve accounts receivable
  - *Expedite claims processing and denial management by giving billing staff immediate access to medical records*
- Realize benefits with minimal capital investment
  - *"Pay as you go" with economical application service provider pricing*

### Reduce Turnover Costs

Effective revenue cycle management is only part of the profitability story. Another very important part is reducing the outlay for recruitment, training and new employee turnover. ChartOne solutions can help you hold on to skilled medical and clerical staff.

- Retain clinical coders by giving them more flexibility and a better work environment through remote coding
- Hire and retain top-flight physicians
  - *Improve job satisfaction for physicians by allowing them to sign records remotely*
  - *Give physicians and their office staff paperless access to medical records for 24/7 convenience and better overall clinical care*
  - *Minimize the learning curve with easy-to-use Internet applications that don't require them to change how they practice medicine*



On Demand  
Review and Audit



## ON DEMAND AND ON TOP OF THINGS

When you need access to a patient's medical record and the chart is sitting on a coder's desk or in the billing department, how can you provide the level of care your patient deserves? ChartOne understands that you can't do your job right without important information—and that means having easy access to medical records.

### Reduce Administrative Workload, Enhance Clinical Care

So you can spend more time with your patients, on demand access to medical records lets you:

- Sign charts anywhere, anytime—from within the hospital or at home using the Internet
- Get more complete information from patient hospital visits during follow-ups at your office
- Access historical charts 24/7 from your office, the nurses' station or home

### Speed Billing

In addition to giving you faster access to the information you need, ChartOne helps you recover costs with:

- Expedited billing for faster reimbursement
  - *Your billing staff or agency can access hospital records online—no more waiting for photocopies or faxes*



On Demand  
Chart Sign Off





CIO

## ON DEMAND AND ONLINE

It's up to you to make the tough IT decisions. Choosing an electronic medical record system can be a big challenge, but ChartOne makes it easy. You can have the medical record solutions you need on demand, within budget, and up and running in just a few weeks or months—not years. ChartOne solutions:

- Give physicians and administrators instant access to medical records from anywhere
- Require no large capital investments, adding value via an outsourced model that doesn't tax your IT resources
- Integrate well with your existing hospital applications

### Recover Costs Quickly

Getting the functionality you need for the right price is crucial for your entire organization. Our solutions can be implemented incrementally and at less capital outlay. We offer:

- A cost-effective, ASP model
- Scalable/modular solutions
- Typical cost recovery within a 12- to 18-month period

### Ensure Security

Of course, what good is an electronic medical record solution if it isn't secure? ChartOne systems are:

- Highly secure
  - *Encrypted Web-based solutions*
  - *State-of-the-art co-location facilities*
  - *Role-based system access controls and detailed event logs*
- Reliable
  - *We have a proven, 20-year track record in the industry*
  - *We scan and store millions of records every year*
  - *Users view records online everyday*



On Demand  
Chart Access



# ON DEMAND, ONLINE AND ON TIME

Here are some of the ChartOne products and services that give you on demand access to your medical records, onsite or from just about any remote location:

## Innovative eWebHealth™ Technology Services:

**eWebView™:** Provides secure, long-term electronic chart viewing and storage for clinicians, billers and others. Multiple users can access a single record simultaneously while you reduce the costs associated with storage and maintenance of paper charts.

**eWebED™:** Gives quick, easy access to patient records in the ED for optimal clinical care. eWebED also gives referring physicians access to medical records from their offices and expedites physician billing.

**eWebCoding™:** Allows coders to work from any remote location—even from home. The world's first Web-based clinical coding solution, eWebCoding, allows you to attract and retain quality coders, increase coder productivity, reduce DNFB and decrease costs.

**eWebSignature™:** Allows physicians to sign off on charts remotely and electronically for faster chart completion and billing.

**eWebCompletion™:** Streamlines the chart completion process by routing incomplete charts to physicians via the Internet, reducing chart deficiencies by up to 50 percent.

**eWebRelease™:** Provides scanning and online access to records, requests and authorizations. Reduces turnaround time and labor costs for the release of information function.

## Expert Professional Services:

**Release of Information Services:** Outsource all or part of your release of information functions for patient records. ChartOne's Release of Information Services can help you improve requestor satisfaction, reduce turnaround time and save on equipment, storage and staffing costs.

**Disclosure Reporting Services:** Capture, track, maintain and report on all requests to view any portion of patients' protected health information—meeting HIPAA disclosure requirements.

**Storage Services:** Optimize storage of medical records to free up space for revenue-generating activities.

**Coding Services:** Eliminate coding backlog and reduce DNFB and accounts receivable days with ChartOne's end-to-end coding services that include hardware, software, clerks and coders.

**Chart Management Services:** Use ChartOne for permanent or temporary file room staffing and management for a variety of services, from purges to conversions and special projects.

On Demand  
Chart Completion





Three New England Executive Park

Suite 200

Burlington, MA 01803

800-733-2679

[www.chartone.com](http://www.chartone.com)

ChartOne is the leading provider of on demand medical record solutions. ChartOne combines innovative, Web-based technology with premiere chart management services to offer flexible and affordable deployment options for electronic records. We provide online record access and storage, remote coding, completion and release of information services to over 1,300 healthcare customers nationwide.

ChartOne, the ChartOne logo, ChartVault, eWebHealth, eWebView, eWebED, eWebCoding, eWebSignature, eWebCompletion, eWebCapture and eWebRelease are trademarks of ChartOne, Inc. All other brands and products are trademarks of their respective holder(s). © 2004 ChartOne, Inc. All rights reserved.