Background
Midwest Orthopaedics at Rush (MOR) is a renowned health system that has made it their mission to provide the highest level of patient care. MOR is nationally recognized as a leader in comprehensive orthopedic services. The physicians of MOR are primarily based at Rush University Medical Center, Rush Oak Park Hospital, Elmhurst Memorial Hospital and Central DuPage Hospital (Cadence Health). They are actively involved in the latest research and development of cutting-edge treatments and business processes that translate into the highest level of patient care. In January 2009, MOR launched their Electronic Medical Record (EMR) application to meet the high demands of medical record requests and improve their overall organization operations.

Challenges
As a large health system, MOR was experiencing challenges with their EMR application which was not fully automated and fell short of streamlining the release of information (ROI) process. As an initial step toward improving their EMR application, the following concerns were identified:

1. **Slow processing times:** Their EMR request process was labor-intensive, created heavy workloads resulting in a backlog of EMR requests and ultimately, errors.

2. **Slow record printing:** Efficient and effective EMR vendors automate and streamline processes including printing, fulfillment, mailing and billing of ROI requests.

3. **Inconsistent fees:** State regulated fees for processing and fulfilling patient EMR requests were inconsistent.

The HealthPort Solution
HealthPort recognized the challenges that Midwest Orthopaedics at Rush was facing and presented a customizable, adaptable and technology-based solution to meet their unique needs, HealthPort ROI.

1. **Faster processing times:** HealthPort ROI technology is scalable and designed to simplify the release of information process by making the management and tracking of medical record requests automated, secure and cost-effective.

2. **Efficient, secure record printing:** Patient health information (PHI) is scanned, transmitted to a centralized release of information processing center, printed and delivered using a state-of-the-art, hands-free and HIPAA-compliant system. This method gives hospitals, physician practices, clinics and requesters faster, more accurate service and ensures the compliant exchange of PHI through ROI services and technology.

3. **Consistent fees:** To ensure consistency and accuracy, HealthPort’s legal staff continually monitors changes to HIPAA, state laws, rules and regulations. HealthPort is advised by a legislative monitoring service as to pricing bills and laws around the country, and sets its pricing accordingly.

At a Glance
Midwest Orthopaedics at Rush
Chicago, IL

Facility
Midwest Orthopaedics at Rush is widely recognized as the regional leader in comprehensive orthopedic services. The physicians of Midwest Orthopaedics have received specialized training in orthopedic surgery and in subspecialty areas within the field of orthopedic medicine and can diagnose and treat even the most complicated and rare orthopedic conditions. The physicians are supported by a professional staff of physician assistants, registered nurses, athletic, physical and occupational therapists, cast room and X-ray technicians and administrative personnel.

Solutions: HealthPort ROI
Benefits
After implementing HealthPort ROI, MOR achieved the following benefits:

- **Accelerated processing and turn-around times**: EMR requests are processed in less than a week instead of 7 to 10 business days. Less call volumes due to faster turn-around times.
- **Increased productivity**: Processes approximately 500 electronic medical records each week.
- **Improved record delivery**: EMRs can be delivered electronically to reduce postage and maximize accessibility.
- **Increased government compliance**: Fee pricing is adjusted, where necessary, to comply with state rates.

HealthPort provided Midwest Orthopaedics at Rush with a most compliant and secure environment for the transfer of protected health information and improve release of information workflow efficiency, streamline medical exchange information processes and consolidate release and distribution management.

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