

How does DataFile maintain HIPAA compliance while providing high quality service?

Covered Entities, DataFile, and HIPAA - The Relationships

HIPAA recommends that all Covered Entities possess a training manual for workflow processes. As a Business Associate, DataFile takes on the full responsibility for HIPAA compliance as it relates to functions performed on behalf of our clients. DataFile is proud to have documented policies and procedures in place to prevent disclosure errors, including breaches and violations (see related FAQ). We are proud to report an ongoing error ratio of less than 0.00006%. In the event of a breach or violation, DataFile's staff is trained to follow documented process in order to meet all documentation requirements as dictated by HIPAA. A sampling of documented HIPAA sections from the DataFile Manual are as follows:

- HIPAA Overview
- Privacy Rule & Security Rule
- Personnel Officers
- Breaches and Violations
- Policies, Training, and Acknowledgments

ROI and HIPAA Procedures - Ever Evolving

HIPAA governs nearly every workflow executed at DataFile. As a result, we are in constant communication with our legal counsel to guarantee that all training and documentation is current and compliant. This very comprehensive material is made available to all DataFile staff members. DataFile encourages our clients to reach out to their dedicated Account Specialist with any questions regarding our comprehensive documentation of HIPAA compliant policies. Some of our processes are proprietary, but our team will strive to answer all of your questions. Below, you will find a **sample** of topics which are covered in our ever expanding collection of best practice documentation.

- Worker's Compensation
- Affidavits
- Restricted/Limited Requests
- Legalities of a Medical Record Set
- Subpoenas
- Depositions
- Deceased/Signature Other than Patient
- Components of a Compliant Authorization

Everything at DataFile is designed to work towards providing efficient, high quality, and compliant service to our clients and their patients. As a result of our 24-hour turnaround, DataFile clients experience a substantial decline in status inquiries and can remove the responsibility of managing third party requesters. The 24-hour turnaround time has also resulted in DataFile's ability to cultivate superior relationships with third party requesters. In many cases, a request is tasked to DataFile and reaches the requester on the same day.

DataFile is able to guarantee the quality and accuracy of the records retrieval services performed on behalf of our clients because of our industry leading audit process. When an Account Representative receives a request which has been tasked to DataFile, they begin a process which will result in three sets of eyes having



reviewed each request. For each request, our Account Representatives follow the Review of Request Checklist. This checklist is constantly updated with the latest HIPAA compliance information. Requests will then be sent to the DataFile Fulfillment Team which will then follow their audit procedures. These procedures include:

- Patient name on the request matches the patient name on the first and last page, plus 20% of pages in copied file. Example: For 100 pages, we would spot check 20 pages.

*Though auditing 20% of pages may raise the eyebrows of some conservative Compliance Officers, HIPAA states that compliant auditing procedures must meet "reasonable" standards. Not only have industry experts come to a consensus that this policy is best practice, over a decade of auditing records for compliance has equipped DataFile with statistical backing for our policy. DataFile's experience has shown that auditing 100% of pages requires an unreasonable commitment of resources without the guarantee of increasing the accuracy of processing.

- Date of birth on the request matches the date of birth provided on the first and last page of the copied file.
- The fax number indexed by the Account Representative matches the fax number found on the request. If staged for printing or mailing, then indexed address is audited before mailing

These process are all focused towards ensuring that the correct information is transferred to the correct location on time, every time. Should you ever have questions regarding our practices or any concerns regarding your account, please do not hesitate to contact your designated Account Specialist.

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