



*Document Storage Systems, Inc.
An Electronic Medical Record and Document Management Company*

Document Storage Systems, Inc.

Presents

DSS Release of Information

(DSSROI)

Software Application

White Paper

To

**Department of Veterans Affairs Medical
Centers**

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Company Description

Document Storage Systems, Inc is a software company that specializes in the computerization of VHA processes. The company has currently installed administrative and electronic medical record tools in all VA medical facilities. We have developed 14 major products for use in the VA that consist of over 200 executable programs that enhance the users ability to insert and retrieve data from the VA's VistA System. All of these programs provide to the user an effective and efficient workflow process. In addition, the programs enforce compliance and consistency with VA and other governing bodies rules and regulations.

Product Development

Jay Flejter, VP Product Development with his development team has over 50 years of VA systems and programming experience. Jay's team developed the Dental Record Manager system. This system received national recognition and acceptance by the Office of CIO. During development, we submitted and passed a through review by all VistA Package Development Teams. Since then, we have utilized the same stringent guidelines to develop our VistA programs.

Implementation

Joe Alvaro, VP Implementation with his installation team has over 20 years of VA systems experience. Joe's team has installed products in all 174 medical centers and multiple clinics. The team has gone through extensive training on the VistA and VA's "Windows" Network system. With this experience and a dedication to detail, our IT and end-user customers receive a successful implementation. The installation team provides thorough installation documentation and training to the IT staff for the maintenance of the system. In addition to installation, Joe's team also provides high quality customer support for our VA customers. The customer support team has gone through extensive training on our products, VA infrastructure, and processes. Besides the customers, they are in constant contact with the development and training teams.

Training

Carl Carchia, Quality Assurance & Training Manager with his team has over 60 years of VA systems experience. Carl has two highly experienced teams working with him to assure you a high level of service. The training teams specialize in VA department processes. Each trainer must complete an extensive certification process. During certification, the trainer gains expertise in the product and how it enhances the VA workflow. Carl's team provides for quality assurance and maintenance upgrades. When a software development project becomes a certified software application, we are very happy to solicit and receive

enhancement request from our customers. Over the last nine years of developing products for the VHA, we have discovered that each VA has distinct workflow processes that they employ in the completion of their duties. We routinely design, within the programs, the ability to adhere to all standards and workflow issues for each VA.

Product Description

The DSS Release of Information Manager (DSSROI) is a Delphi GUI that utilizes the RPC Broker to access the patient information within VistA. The DSSROI automates the entire process of managing electronic medical record Release of Information requests. As the user selects patient information from the various VistA packages for release, the ROI tracking database becomes populated. This easy to use ROI system provides the ROI clerk with a systematic method of releasing, and tracking, all ROI requests. Over the last several years the DSSROI product has gone through many different development cycles. As our policy, we have incorporated hundreds of enhancement request from our 34 VAMC customers.

Features, Functions and Benefits

- Assignment of ROI request to specific clerks provides management with a queuing tool to even the workload of their clerks.
- Release of VistA Computerized Patient records by package and date range:

| | | | |
|----------------|------------|----------------|-----------------|
| Progress Notes | Lab | Health Summary | Postings |
| (TIU) | Radiology | Medications | Immunizations |
| Discharge | Surgery | Problem List | Patient Inquiry |
| Summary | Medical | Vitals | |
| Consults | Procedures | Allergies | |
- Track all releases of information by the following criteria to meet HIPPA requirements:
 - Requestor Type (Patient, Insurance, Legal or other)
 - Requestor (Name, Primary Address, Secondary Address, and other)
 - Request Status (Open, Pending, Closed, Denied, Canceled, Error and other)
 - Authority for Request (3rd Party, Consent on File, Court Order and other)
 - Type of Request (FOIA, Privacy Act and other)
 - Reason for Request (Personal, Insurance Claim, Emergency and other)You may also track the release of paper documents copied from the patient's chart
- Compile and print forms:
 - 10-5345 for Sensitive Clinic Information (Drug Abuse, Alcoholism, HIV, and Sickle Cell Anemia)
 - 5572 forms with listing of information requested and or comments
 - SF544 with attachments

- Create and print standard letters with appropriate format and text such as:
 - Delay / transferal
 - Patient Notification
 - Requester Notification
 - 10-day follow-up letters (automatically printed)
 - Other customized letters (System allows you to compose site specific letters)
- Print Reports by Range of Dates:
 - Requestor
 - Requestor Type
 - Patient
 - Clerk
 - Status
 - Institution or FacilityAlternatively, send total report to Excel Spreadsheet for custom reports
- Administrator Options:
 - ROI Sensitive Clinic (Identify clinics that may contain sensitive Information)
 - ROI Facility (Identify facilities and clinics that release information)
 - ROI Letter Editor and Manager (Create and edit standard letters and text such as Patient Notification, Delay/Transfer, and 3rd party letters)
 - ROI Database (Create and edit ROI Requestors, Authority, Reason, Types, and Requestor Types)
 - ROI Reports (listed above)
- *Coming Soon ROI Billing Set-up (Create and maintain billing rules for ROI)*

Training Description

Document Storage Systems, Inc. has developed a highly successful DSSROI training methodology for the ROI Clerks, Supervisors, and Information Technology (IT or IRM) Administrative staff members. System training and production usage starts with completion and adherence to pre-installation steps. These steps include a Minimum Hardware Requirements checklist and a listing of NT, VistA menu options, and permissions to the IRM Staff, ROI Supervisor, and ROI Clerks. Post installation we will instruct IRM and ROI Supervisor staff members on upgrade techniques and administrative functions of the system. This scheduled training last approximately two hours. During training, we will help configure the System and Letters with the ROI Supervisors. After administrative training, we will conduct a four-hour training class (limited to 10 users) on the use of the system. During training, we will hand out administrative and user manuals. An additional mentoring day will be devoted to working "Live" with the users. We limit each training session to 10 users. More than ten will require additional days training and mentoring. Within 15, 30, and 60 days, our trainer will contact the supervisors for any follow-up questions and concerns. Each quarter we will send an Update CD Rom to the IT Administrators to update the system.

The program has version notes and version control capabilities within the systems menus to keep the users informed of any enhancement capabilities of the system.

Pricing

The system sold as a single server or enterprise server license. The single server system is for a VAMC facility within a certain geographical location that uses a specific Vista server setup. For those VA's that have multiple facilities sharing a single Vista server setup they are sold an Enterprise Server License. In addition to the server licenses, each ROI Clerk must also possess a user license for the system. The product, installation, and training part numbers are on our GSA and Microns PCHCS contracts.

Return on Investment

Reports from many of our VAMC users indicate efficiency improvements by as much as 100% doubling their output of ROI requests. ROI Clerks, at a glance, know what is pending and completed thereby eliminating manual tracking of their workload. The system automatically fills out the mandatory forms for the clerks as they are compiling the request thereby eliminating typing the individual forms. In addition, the system tracks follow up letters to ensure that the 10-day rule is automatically enforced. This eliminates the manual tracking of incomplete requests. ROI clerks and supervisors find that the numbers of backlog requests are significantly reduced therefore the administrative time it takes for patient complaints is also substantially reduced. Supervisor's time to compile the necessary reports is also reduced to a minimal amount of time therefore allowing them to complete other tasks. This total increase in efficiency provides the facility the ability to manage their FTE's time in a more productive manor.

A new enhancement that is under construction is the Billing Rules Model. This new function tracks each request for information by patient. Separate billing rules may be setup for Patients, Insurance Companies, and other Third Party requestors. After setup, the system will inform the ROI clerk of potential charges for duplicate or other types of requests including per page, processing, and clerks standard charges. The system will produce a bill that the clerk can submit to the requestor for payment. A simple accounting report will be available for ROI Supervisors and Fiscal to audit.

HIPAA

The DSSROI product ensures accountability for HIPAA regulations by tracking request's for health information by the requestor, patient, and clerk

The Health Insurance Portability & Accountability Act of 1996 (August 21), Public Law 104-191, which amends the Internal Revenue Service Code of 1986.

In general, privacy is about who has the right to access personally identifiable health information. The rule covers all individually identifiable health information in the hands of covered entities, regardless of whether the information is or has been in electronic form.

The privacy standards that DSSROI facilitates:

- Limit the non-consensual use and release of private health information;
 - (1) Consumer Control: The regulation provides consumers with critical new rights to control the release of their medical information.
 - (2) Boundaries: Individual's health care information should be used for health purposes only, including treatment and payment.
 - (3) Accountability: Under HIPAA, there will be specific federal penalties if a patient's right to privacy is violated.
 - (4) Public Responsibility: The new standards reflect the need to balance privacy protections with the public responsibility to support such national priorities as protecting public health, conducting medical research, improving the quality of care, and fighting health care fraud and abuse.
 - (5) Security: It is the responsibility of organizations entrusted with health information to protect it against deliberate or inadvertent misuse or disclosure.