

Cambridge Solutions for the Long-term Care and Nursing Home Industries

Medical Record Request Services



Managing the Risk of Medical Record Release for Long-term Care and Nursing Home Providers



Requests for the release of medical records of patients and residents are fairly common at long-term care and nursing home facilities. Legitimate requests for such information can come from other health care providers, payers, family members and legal counsel. But when the release of information in response to these requests becomes so common, routine, or burdensome that the duty is relegated to untrained, overworked, or inexperienced staff, serious problems can arise.

What kind of problems?

Failure to abide by federal laws governing patient privacy and the appropriate release of medical record information can result in severe economic and criminal penalties. Inappropriate release of such information has also become a favorite focal point for civil litigation, which can lead to negative publicity, costly settlements, and licensure consequences.

For hospitals, the problems are usually not so troublesome. Hospitals have highly trained staff and resources to manage medical record requests and to ensure compliance with laws and regulations. Unfortunately, long-term care facilities and nursing homes often simply cannot afford to hire such skilled staff so they assign the task as a part-time duty to an employee with little or no relevant knowledge or training.

When they do that, they put themselves at great risk.

Cambridge Has Your Solution

With our team of highly experienced record release experts and professional liability nurse investigators, Cambridge Integrated Services Group can provide the expert assistance that long-term care and nursing home providers need to ensure professional management of medical record requests and the appropriate release of medical record information.

Our Medical Record Request (MRR) Division professionals offer a one-stop solution. They not only provide the guidance your staff needs to comply with the stringent state and federal HIPAA privacy requirements, they also help you spot potential liability risks before they become liability headaches.

Why Choose Cambridge MRR Services?

Cambridge's goal is to provide a superior record request service while controlling your risk exposure and ultimately your litigation costs. As your medical record request partner, we:

- Reduce your risks through our unique medical record request management process that ensures privacy compliance and minimizes legal exposure.
- Exceed the level of service provided by other medical record request services through proactive screening by those who can identify "problem" record requests that may require additional investigation.
- Flag potential future problems or claims by closely tracking the origin and frequency of medical record requests.
- Help mitigate the threat of civil lawsuits and claims by closely monitoring patient or family requests for medical records, often the first sign of forthcoming litigation.

How Cambridge MRR Services Work

Cambridge acts as an extension of your staff by providing all the necessary processes and safeguards required to ensure complete compliance with all privacy laws and regulations which are designed to minimize your exposure to civil litigation.

Here's how it works:

- Cambridge's trained liability investigators and medical record request specialists interview your staff to identify any risk indicators within your current system or processes.
- As requests for release of medical records are received, they are forwarded directly to Cambridge and, as needed, a field investigation is launched if a case meets specific risk criteria and there is sufficient evidence of liability risk.
- Cambridge specialists then perform a full investigative review, and, if authorized, can proceed to resolve any issues with patients or their representatives.
- Our specialists will advise your staff whether or not information is appropriate to release, and will seek additional documentation if required.
- We will also provide written authorization to notify your staff if information will be released. File documentation is a safeguard that Cambridge provides to all MRR clients.
- All record requests are entered into a HIPAA required "Accounting for Disclosures" log with updates available as often as you direct.
- For security and privacy, all files are maintained at a Cambridge location, but are readily available to you upon request.



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**Why Take the Risk?
Choose Cambridge Instead.**

With so many potential risks associated with the release of medical record information, it simply makes good business sense to choose Cambridge as your medical record request provider.

You not only get highly professional management of medical record requests, you also enjoy the full benefits of the risk identification and mitigation expertise of our experienced, credentialed medical record professionals.

MRR

Get Serious about MRR Today!

For more information on how Cambridge can help you manage your risk of medical record release, contact the Cambridge Medical Record Request Division at:

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or
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