

Transform your patient referral process

Store | Automate | Unlock

Challenge: Complex and inaccurate patient referral management

As patient-centered care increases, secondary care facilities leaders seek an optimal patient referral management process that helps elevate patient experiences. Proper patient referral management can have a financial impact for both fee-for-service and value-based reimbursement models.

Today, as average lengths of stay have shortened and regulations around reimbursement and compliance become increasingly complex, making decisions about patient referrals quickly, accurately, and effectively is crucial.

Solution: Assistance with revenue growth, operational efficiency and high-quality patient care

Iron Mountain Patient Referral solution is a purpose-built software as a service (SaaS) offering that helps streamline complex admissions review and referral processes.

Referrals from hospital discharge systems are ingested into a secure information management and content services platform, from which key metadata required to access patient eligibility is extracted. The platform enables you to quickly and easily isolate and review the metadata required to qualify patient eligibility.



Industry fact

The average community hospital spends close to \$7.6 million each year on administrative activities required to comply with over 600 regulations. Manual data extraction exacerbates inefficiencies that drive up costs and consume valuable clinical staff time.

[American Hospital Association](#)



How does it work?



Ingest

Ingest patient files

Medical history discharge documents from fax, EDR and other systems are ingested into the platform

Store

Encrypted files in secure repository

Role-based permissions enable authorized users to access your documents in a secure platform 24/7, with integration to other patient management solutions as needed

Automate

Extract key patient metadata

Apply your business rules to generate key metadata needed to align patients with appropriate facilities

Unlock

Easily view relevant patient information

Dashboards neatly extract and categorize relevant patient clinical details and financial information to enable more seamless decision making

What you gain

- > **Simplified** referral coordination so you can quickly direct the relevant patients to the right facilities for optimal care
- > **Streamlined** and time-saving approach to reviewing lengthy referrals and an automated process to parse out ineligible referrals
- > **Enhanced** data-based decision making that strengthens relationships with referring hospitals, patient, families, and caregivers

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About Iron Mountain

Iron Mountain Incorporated (NYSE: IRM), founded in 1951, is the global leader for storage and information management services. Trusted by more than 220,000 organizations around the world, and with a real estate network of more than 85 million square feet across more than 1,400 facilities in over 50 countries, Iron Mountain stores and protects billions of information assets, including critical business information, highly sensitive data, and cultural and historical artifacts. Providing solutions that include secure storage, information management, digital transformation, secure destruction, as well as data centers, art storage and logistics, and cloud services, Iron Mountain helps organizations to lower cost and risk, comply with regulations, recover from disaster, and enable a more digital way of working. Visit www.ironmountain.com for more information.

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