InSight impact in healthcare

Patient experience

"InSight helps find the right information at the right time for the right individual. It improves patient experience. When the patient calls, all the information they need is available — it's accurate with a quicker turnaround time. ... Our first-pass resolution has increased by 50% with InSight."

Security

"I feel that the data is more secure [now that we have InSight]. It's organized, it's in one central place."

Compliance

"We have health plan audits; we have Centers for Medicare and Medicaid Services audits. With InSight, the amount of time it takes to pull the requested information is much less."

Savings

"InSight makes it easy to find data. It's faster and accurate information for the right users. There's definitely cost savings."

Revenue

"InSight leads to better business decisions, which can ultimately result in an increase in revenue." Providing faster and more accurate customer service to patients leads to reduced patient churn rates.

Why Iron Mountain

"We picked Iron Mountain because they're an end-to-end provider. Rather than having to partner with multiple vendors, Iron Mountain is a one-stop shop for all our digital storage, information management, and content services needs."

Return on investment

"InSight makes it easy to find data. It's faster and accurate information for the right users. There's definitely cost savings. There's definitely the return on investment. I don't think that we can live without this now. ... It's not just a nice to have, it's a must have."

IRON MOUNTAIN®