



Accelerating Clinical
Data Exchange™

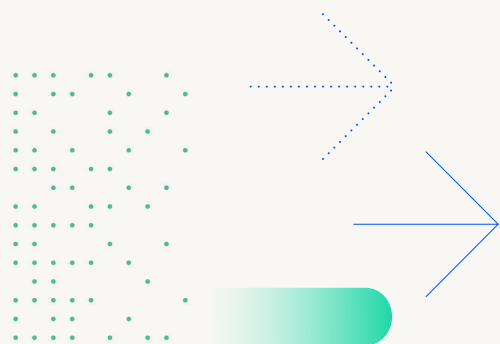


The Oregon Clinic - A Case Study

About The Oregon Clinic

THE OREGON CLINIC

The Oregon Clinic (TOC), founded in 1994, is the largest physician-owned, private multi-specialty practice in Oregon. Described as patient-centered and data-driven, TOC's mission is to deliver the best practices and latest advances in medicine as they improve the lives and health of their community. With more than 315 providers and 1,200 employees, TOC currently has 50 locations across the Portland metro region and practices over 30 medical and surgical specialties. TOC brings in more than 2,500 medical records requests each month.



The Challenge

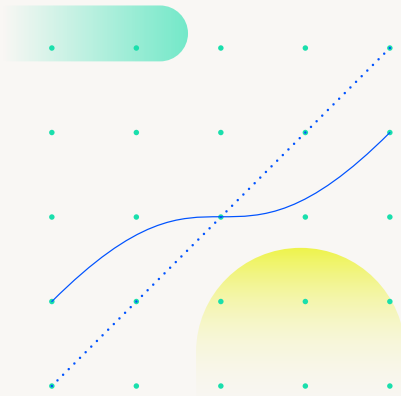
With growth comes change and TOC was overloaded trying to process medical records requests and takings status calls. TOC longed for a solution that centralized the release of information process and cut down on turnaround time. TOC needed a company that could handle all of their locations with a uniform process for releasing records and who could handle taking status calls. Their search took them online where they found MediCopy, an MRO company (MRO). MRO listened to the wants and needs of TOC and promised to devise a plan that met all of TOC's expectations, while also providing them with a quick implementation.

The Solution

MRO provided TOC with an in depth workflow assessment and established a transparent working relationship. This allowed TOC to feel confident and comfortable as they selected MRO to be their release of information partner. In 2015, MRO hired, trained, and managed three employees on-site at TOC who worked in conjunction with the MRO corporate team to release medical records to the TOC referral network, patients, and third-party requestors. These team members also took over status calls and patient walk-ins. The solution was customized to include excellent customer service, frequent check-ins to ensure success, and making sure TOC patients would remain a top priority. In 2020 during the covid-19 pandemic MRO and TOC pivoted the onsite staff to remote work. Once return to office was an option both organizations assessed the current state and agreed the work of releasing records and answering phone calls could continue to be done remotely. Patient walk-ins are provided with directions to request medical records online. This partnership as well as the majority of MRO's clients work under a remote model to this day.

"Partnering with MRO means we can count on professional, patient-focused responses that reflect our values of quality and compassion. We would recommend MRO to any organization struggling with regulatory complexity while maintaining a focus on patient care. MRO can help ease that burden."

Andrea Zottola | Manager, Clinical Content, TOC



The Result

After partnering with MRO the average turn around time for medical records requests went from **10 business days to 2** business days. TOC **saved an estimated \$30,000 annually** by not having fees associated with handling release of information in-house. This savings estimate does not include office space build-out costs that were no longer needed after going fully remote with MRO. TOC reports the partnership to be a significant time saver as each of the clinics is no longer responsible for releasing records. The MRO team releases **2,500- 3,000 releases per month** and handles an estimated **100 phone calls per day**.

MRO worked with TOC leadership to schedule out a implementation timeline beneficial to successfully train the MRO on-site TOCs staff on the MRO processes, eliminate the outstanding backlog, and improve patient satisfaction. The partnership was fully live with onsite/remote hybrid services in 2015 and pivoted to fully remote in 2020.

“Our number one priority is always clinical patient care. We are successful when clinicians are face-to-face with our patients, focused on health. Having MRO take on information release has freed up our clinicians to focus on those patient outcomes. It is literally thousands of hours a year that get spent on working directly with patients instead of answering requests about records.”

Tim Fitzgerald | Director of IT



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MRO is accelerating the exchange of clinical data throughout the healthcare ecosystem on behalf of providers, payers, and users of clinical data. By utilizing industry-leading solutions and incorporating the latest technology, MRO facilitates the efficient management and exchange of clinical data for all stakeholders. With a 20-year legacy, MRO brings a technology-driven mindset built upon a client-first service foundation and a relentless focus on client excellence. For more information on how MRO is empowering healthcare organizations of every type and scale with proven, enterprise-wide clinical data solutions, visit www.mrocorp.com.

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