



Medical Records Pack, Purge & Scanning

Imaging patient files is one of the first steps in creating a more efficient electronic medical records system for your institution.

D2Xchange, a full-service provider of document scanning and content management software services, has extensive experience providing high-quality, turn-key record scanning and indexing services. We have managed document conversion projects for private and public-sector clients with document volumes ranging from several thousand to more than 10 million.

Our comprehensive imaging services include:

- Dedicated, professional project management
- Onsite medical file pack and purge services
- Document type identification and indexing
- Image delivery via hosted software and/or portable media
- Secured document storage during conversion and holding period

Door-to-Door Quality Control

To ensure a consistent, high-quality output for our customers, we follow time-tested, door-to-door quality control and validation procedures. Customers appreciate our:

- Ability to work collaboratively to identify innovative solutions tailored to their needs
- Commitment to finding the right solution for all facets of document capture, management and retrieval
- Flexibility to work with our customer's work processes and systems
- Expertise in protecting the privacy and confidentiality of sensitive data and documents
- Highly responsive and proactive customer support team

Protecting the Confidentiality of Your Files

Customers also appreciate our ability to securely process files containing confidential personal and financial information. To assure that we have the right policies and procedures in place to properly handle the sensitive files we routinely scan for our clients, D2Xchange has successfully completed two SAS 70 Type II audits. A SAS 70 audit validates that a service organization has completed an in-depth audit of their control activities, which include controls over information technology processes. The examination is designed to demonstrate that a service organization has adequate controls and safeguards related to hosting and processing customer data.

The SAS 70 audit examined our written policies and procedures and day-to-day control activities related to:

- Organizational controls
- Operational controls
- Physical security controls
- Environmental protection controls
- Logical security controls
- Disaster recovery controls
- Telecommunications and network controls

The opinion letters issued by our SAS 70 auditors were unqualified. D2Xchange was deemed to have suitable written controls in place to meet control objectives for each of the areas listed above. The auditors also concluded that controls were operating with sufficient effectiveness to provide reasonable assurance that the control objectives were achieved.

Access to Your Patient Records

Immediate access to patient information is one of the key advantages of adopting an electronic medical records system. While your patient files are in our possession for scanning and indexing, we will provide you a toll-free telephone number and e-mail address should you need a faxed copy of information they may contain.