



CGI Sovera Release of Information

Partner Solution

- **Target Industry**
Healthcare Providers
- **Business Application**
Medical Records Management
- **Products**
IBM FileNet Business Process Manager
IBM FileNet Content Manager
IBM FileNet eForms

Business Challenge

To comply with federal and state regulations and to facilitate the continuum of patient care, healthcare organizations must be able to release health information stored in medical records in a timely and accurate manner. Each day, millions of pages of medical records are released to healthcare providers, third-party payors, attorneys, insurance providers and patients. Some states are now requiring the release be made in a digital format. Failure to release records in a timely manner can result in breaches to HIPAA privacy regulations, legal action and lost reimbursement; hospitals are in need of a solution that can facilitate the “release of information” process.

As a result of shrinking healthcare budgets, it's mandatory that any process modification reduce the costs associated with the human resources burden required to support the effort. In addition to the need for a solution that enables healthcare organizations to efficiently process requests of health information stored in the electronic patient record and comply with regulatory requirements, there is also a need to be able to track and report on information release activities and provide a means for electronic accounting of disclosures made via the system.

Solution

The CGI Sovera Release of Information solution facilitates seamless integration of the release of information workflow with electronic health records. Release of information requests can be submitted via scanned or faxed hard copy documents, and/or electronically captured web form submissions. The CGI Sovera Release of Information solution provides workflow to ensure compliance and productivity – assuring all requests for records are responded to within the required time frames. Based on the type of request, intelligent workflow rules route the request and associated responses to users within the application. From here, staff can select or de-select documents for release or electronically redact elements of the record that should not be released. The request can be further routed for supervisory review, if necessary, and can be re-prioritized to address time-sensitive requests.

As the request is processed and finalized, the CGI Sovera Release of Information solution allows users to easily generate invoices, calculating totals and storing the release invoice based on page count, postage and additional documents provided outside of the solution. Users then release documents via print, fax, email or optical media. All transactions are



thoroughly audited at each step in the process – from receipt of request to release of response.



The CGI Sovera Release of Information solution also provides facility specific invoicing to assure a steady revenue stream and a sophisticated reporting and tracking module to provide management with all the information needed to account for disclosures, track requests and staff performance.

Value Proposition

The CGI Sovera Release of Information solution gives the hospital all the tools it needs to assume full responsibility for the release of information function. Unlike many products currently available in the industry, this solution provides true integration with electronic patient records.

Benefits of the CGI Sovera Release of Information solution include:

- Reduction in personnel costs and time allocated for processing millions of documents each year;
- Enablement of hospitals to reduce costs related to printers, paper, toner and postage by providing the capability to produce output in digital, email and fax;
- Increased compliance with HIPAA regulations and other legal mandates; and,
- Increased revenue to the hospital by returning the release of information process onsite vs. outsourced and/or through improved management of the process.

Company Description

Founded in 1976, CGI Group Inc. is one of the largest independent information technology and business process services firms in the world. CGI and its affiliated companies employ approximately 27,000 professionals. CGI provides end-to-end IT and business process services to clients worldwide from offices in Canada, the United States, Europe, Asia Pacific as well as from centers of excellence in North America, Europe and India. CGI's annual revenue run rate stands at \$3.8 billion and at March 31st, 2008, CGI's order backlog was \$12.04 billion. CGI shares are listed on the TSX (GIB.A) and the NYSE (GIB) and are included in the S&P/TSX Composite Index as well as the S&P/TSX Capped Information Technology and MidCap Indices. Website: www.cgi.com.

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Printed in the USA

08-09

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