

CONFIDENTIAL DOCUMENT

PHR Document Digitization Process Steps

The following steps outline in a simplified manner the procedures to be followed for the document conversion process related to Patient healthcare Records (PHR) that will cover all the sensitive, classified and non classified records currently earmarked for digitization.

Step 1. IDS staff will meet with Customer Staff to discuss the execution of the HIPAA Business Associates Agreement, file inventory and removal schedule, location of index fields in each file, retrieval request for files while off site and any special handling.

Step 2. Starting with first scheduled pick-up and every pick-up thereafter until project is complete IDS will arrive on site in unmarked vehicle with a minimum of two staff with file control sheets to Inventory files (FCS), NARA standard boxes and barcode labels to inventory, pack and remove boxes.

Step 3. Remove files from cabinets, pack and inventory boxes. Provide customer a copy of FCS to sign for each box removed and packed. The FCS will be used to later locate files requested during production process.

Step 4. Transport boxes to IDS Secure Scanning Center in Manassas, Virginia.

Step 5. Log each box into Document Vault in SCIF; enter FCS in master inventory binder, set up electronic file tracking for processing files.

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Step 6. At this point and forward each person that has access to or works with PHR must be tracked in the process. Access to PHR is limited to the function they are performing in the process to insure the documents are properly handled and safeguarded. Document Prep Clerk(s) will log out Box 1 and begin file preparation process and insert barcode file index sheet. Repeat until all boxes are prepped. Return to Document Vault and log-in each box as completed.

Step 7. Scan Operator(s) will log-out box, check box into system, scan files, and return box to Document Vault.

Step 8. Index Clerk will log on to system, select next batch, and index batch according to customer specifications followed by Quality Control Clerk who will log on to system, review each file and index data for accuracy, clarity of image, document orientation, and document noise then release document to OCR/PDF process server* or TIFF storage.

Step 9. The Project Manager will randomly review work, validate file completion and release file to secure portal for immediate access as well as to media writer to generate DVD for customer with NARA compliant TIFF and PDF-A image.

Step 10. Boxes are returned to Customer or held for 60 days for certified HIPAA shredding and repeat Step 3. until all boxes are scanned, converted and available on DVD or EMR System.

*Note: Each file is indexed by the defined fields relative to the project and designated file for searching in the same manner as the files are retrieved today manually. As a fail safe in the event something was misfiled to start with each file is scanned as a multiple page full text searchable Adobe PDF. The EMR System, if purchased by customer, provides the ability to search the entire file repository by one of the

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designated index fields or any string of words or abbreviations to locate a document containing the requested information. All processes are governed by the IDS DocShop Production Processing Manual. This includes compliance with HIPAA, Privacy Act, and all other statutory regulations governing the safeguard of public and private records.