



SOLUTION BRIEF

ROI STAFFING AFTER HOURS

MEET THE ROI NEEDS OF YOUR PATIENTS
AND PROVIDERS ANY TIME OF DAY.

WHAT IF YOU COULD
AVOID THE HIGH COST
OF OFF-HOUR STAFFING
WHILE ENSURING
AFTER HOUR REQUESTS
ARE QUICKLY AND
SECURELY FULFILLED?
AND WHAT IF YOU
COULD DO IT WHILE
ONLY PAYING FOR
THE ACTUAL WORK
REQUIRED?

CHALLENGE

If you are like many healthcare providers, you have limited staff, with limited bandwidth, that extends across multiple strategic goals, making it difficult to ensure your ROI program has the dedicated support it needs. As healthcare is an around-the-clock business, providers need access to patient records after normal business hours. However, with limited resources, it is hard to justify the expense of staffing for second and third shifts full-time, particularly when request volumes can vary so significantly.

SOLUTION

The Iron Mountain ROI Staffing After Hours solution enables you to keep ROI in-house while securing the expert oversight, workflow management technology and additional off-hour support required to validate and properly fulfill continuing care ROI requests. With this scalable and cost-effective approach, you can:

- consistently and securely fulfill ROI requests at any time of day
- eliminate unnecessary overtime expenses
- avoid the cost of bringing on dedicated resources to manage highly varied and unpredictable off-hour request volumes

HOW DOES IT WORK?

You continue to have your staff manage the requests that come in during normal business hours, typically Monday to Friday, 9am-5pm. However, on nights and weekends, urgent requests can be routed to Iron Mountain, where they will be managed utilizing:

- **SECURE ROI WORKFLOWS** that improve chain of custody and reduce risk
- **QUALITY ASSURANCE PROCESSES** built to standardize practices across multiple facility sites and consistently meet mandated turnaround times
- **SCALABLE EXPERT ROI SUPPORT** that elevates program responsiveness and seamlessly integrates with your existing program



It's that easy! On regularly scheduled hours, simply log into our web-based management tool to see what requests came in, track what ROI requests were fulfilled, and pick up where we left off.

CLOSING

With Iron Mountain ROI Staffing After Hours solution, you can quickly scale up and down to ensure healthcare providers have the access to the medical records they need, whenever they need them. To learn more about how this service can help you control the cost of your ROI program while offering secure, compliant release of patient information around the clock, contact us at 800.899.IRON.

WE PROTECT WHAT YOU VALUE MOST®

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ABOUT IRON MOUNTAIN

Iron Mountain Incorporated (NYSE: IRM), founded in 1951, is the global leader for storage and information management services. Trusted by more than 220,000 organizations around the world, and with a real estate network of more than 85 million square feet across more than 1,400 facilities in over 50 countries, Iron Mountain stores and protects billions of information assets, including critical business information, highly sensitive data, and cultural and historical artifacts. Providing solutions that include secure storage, information management, digital transformation, secure destruction, as well as data centers, art storage and logistics, and cloud services, Iron Mountain helps organizations to lower cost and risk, comply with regulations, recover from disaster, and enable a more digital way of working. Visit www.ironmountain.com for more information.

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