Medical Records Project

# Summary

The Medical Records Project is a cloud-based solution designed to facilitate the process of requesting medical records from doctors, hospitals, and other providers. Requestors, such as lawyers and insurance companies, frequently need to obtain medical records on behalf of their clients who are involved in personal injury claims. This process can be time consuming and expensive, involving tracking down the right contact at each provider, following each provider’s instructions, following the HIPAA guidelines, and paying each provider. From the provider’s perspective, it must ensure its instructions and HIPAA guidelines have been followed, find the requested records, transfer them to the requestor and ensure it gets paid. Overall, the process is inconvenient for all parties involved.

Our solution to this issue is an online portal that addresses each of the friction points in the process. Requestors select the provider from an extensive database and submit their requests online. To facilitate this process, requestors have charges billed directly to a credit card, and providers are paid electronically. Records are uploaded to a secure cloud storage location, where they can be shared with expert witnesses and other members of the legal team. Providers can rely on the portal to act as a “to-do” list of requests to be processed.

# Solution Modules

## Database

At the heart of the solution lies a database (or group of databases) that holds the details about each provider, requestor and request. This database will need to be subject to HIPAA guidelines related to topics such as encryption, auditability and retention schedule.

## Requestor front-end

Record requests are made via forms on a secure web portal. This website will be based on a pre-packaged responsive HTML5 template, and will have the standard account access functionality (forgot my password, create a new account, etc.). The requestors will also be able to view their pending and completed requests as well as their billing data. Firms that use client and matter numbers will be able to import this data into the system in order correlate their requests with this organizational structure. Most importantly, the requestor will be able to view the records that have been uploaded for their clients.

## Admin front-end

This area of the portal will allow administrators to perform functions such as adding new providers, managing the accounts of providers and requestors and authorizing payments to providers. It will have a dashboard showing which requests are overdue so that an admin can follow up with a phone call or email. It will also allow an admin to print out any request letters the system has generated to providers who do not accept electronic requests.

## Provider front-end

The providers interface is essentially a secure, web-based task list which shows what records they need to produce, and for whom. The provider will be able to view the HIPAA release form, acknowledge each request, and mark it complete. Larger providers may want to take advantage of an ability to assign tasks to individuals who can filter the task list to show only the tasks for which they are responsible. This part of the website will need to have all the standard account access functionality mentioned above, as well as the ability to view the amount that will be paid out to the provider.

## Upload Method #1: PDF/FTP

This software will facilitate the upload of stored in an electronic format. We need to create a combination PDF printer driver and secure FTP client so that when the provider “prints” the records from their system to this virtual print driver, it asks which request number they are fulfilling, creates a PDF of the records, and securely transmits these PDFs to the appropriate folder in the cloud.

## Upload Method #2: Fax cover sheet

In order to accommodate paper records, the provider should be able to print out a fax cover sheet from the system that has a barcode or QR code on it that identifies the destination folder. When our system receives a fax, it reads the code and files the records in the appropriate destination folder.

## APIs

Though not a separate item, the system will need to integrate with a variety of external systems, including:

* Secure cloud file storage provider – Box.com, AWS, Azure, NetDocuments, etc.
* Fax service – Send faxes to providers to request records, receive faxes and route to appropriate folders
* Payment – PayPal, Authorize.net, etc. Charges requestors for records on a per-request basis and pays providers regularly (monthly?)

# Standard records request

* User logs on to the website
* User clicks on menu item to initiate a new request
* User fills out request form (If HIPAA form date is invalid, request cannot continue)
* Request ticket is created in the system
* Assuming provider is in our database and takes requests electronically, system sends the provider an email with a link to the website (If provider does not accept electronic requests, a letter or fax is generated)
* Provider logs into the website to acknowledge the request ticket
* System notifies user that the provider has acknowledged the ticket
* Provider and requestor can send messages back and forth to clarify the request.
* System credits the provider’s account the processing fee amount
* Provider finds records
* Assuming the cost will be below the threshold
  + Provider will upload the records to the website
  + Provider enters the record cost into the system
  + The system will credit the Provider’s account for the above amount
  + The system will charge the lawyer’s credit card for the above amount plus the processing fee
  + The system emails the lawyer the link to the records
* If the cost will exceed the threshold:
  + System emails lawyer with the opportunity to revise request or approve the existing request

# Proposed Request form fields:

* Search for provider
* Start Date
* End Date
* First Name
* Last Name
* Date of Birth
* Social Security Number
* HIPAA form date
* Notes

# Proposed database fields

### Client Table

* Client ID
* Client Name
* Client Number
* Brief Description
* Open Date
* Closed Date
* HIPAA form?
* Credit card
* Threshold

### Matter Table

* Client ID (maps to Client table)
* Matter ID
* Matter Name
* Matter Number
* Brief Description
* Plaintiff
* Defendant
* HIPAA form?
* Credit card (if different than client)
* Threshold (if different than client)
* Lead Attorney

### Provider Table

* Provider Name
* Provider ID
* Street Address
* City
* State
* Zip
* Main phone
* Records department phone
* Records manager
* Records manager phone
* Records manager email
* Using our software?
* Initial request method
* Followup method
* Turnaround time

### Request Table

* Matter ID (maps to Matter table)
* Request ID
* Brief Description
* Type of record sought
* First Name
* Last Name
* Date of Birth
* Record start date
* Record end date
* Provider ID (maps to Provider table)
* Provider Name
* Date of request
* Estimated delivery date
* Requested format
* Provider acknowledgement
* Cost of records
* System fee
* Total cost
* Paid
* Notes
* Deletion date
* Medical Authorization Form
* Request made by

## Proposed web site menus

### Law firm interface

#### Logon screen

* Logon
* Forgot password

#### Home

* Create new request
* View open requests
* New clients/matters
* Search

#### Settings

* Manage / Create accounts
* Billing history
* Firm profile and credit card info
* Import Client and Matter numbers
* Manage / Disable Client and Matter numbers

### Provider interface

#### Logon screen

* Logon
* Forgot password

#### Home

#### Master List

#### My list

#### Notifications

#### Settings

* Manage / Create accounts
* Payment history
* Provider info

## MVP vs. Future State

The initial goal of this project is to produce an MVP (minimum viable product) to gather early feedback from potential customers. An attempt below has been made to categorize those features that must be part of this MVP and those that can wait for a later release. When preparing a quote, please focus only on the MVP features.

|  |  |  |
| --- | --- | --- |
| Feature | MVP | Future versions |
| General web design | Home page |  |
|  | Login | Single sign-on, forgot my password, etc. |
|  |  |  |
| Requestor: Create a request | Select provider from a filtered list | See recent providers |
|  | Upload HIPAA form | Validate date on HIPAA form |
|  | Enter credit card number | Have credit card on file (encrypted) |
|  | Place order |  |
|  |  | 2-way communcation between requestor and provider |
|  |  |  |
| Provider: Fulfill request | View to-do list | Assign requests to staff and filter by staff member |
|  | View single request |  |
|  | View HIPAA form |  |
|  | Enter cost | If cost > threshhold, get override from requestor |
|  | Upload exported records | FTP/PDF option and Fax option |
|  |  |  |
| Database, etc. | DB for providers | Use 3rd party CRM? |
|  |  | DB for requestors (encrypted) |
|  | DB for requests (encrypted) |  |
|  | Ability to upload CSVs to DBs | Front-end web page(s) for data entry |
|  |  |  |
| APIs | Ability to charge credit card (Choose from Stripe, Authorize.net, etc.) |  |
|  | Ability for provider to upload records to secure cloud storage (choose from S3, Elastic, Box, etc.) uniquely permissioned for requestor. |  |
|  |  | Ability to assemble a document and fax it via 3rd party fax API for providers who do not accept electronic requests. |
|  |  |  |
| Reports | Export of billing data for accounting system (i.e. Quickbooks, Freshbooks, etc.) |  |
|  | Show all requests completed for a given time period, and those currently "in flight" |  |
|  |  |  |