

Synergy Record Retrieval Cloud Service

Synergy IXS is a leading nationwide medical record service provider for the legal and insurance industries. Combining leading edge technology with experienced in-house record retrieval specialists. Synergy's managed services solution provides clients with the highest performance at the lowest possible price. By taking responsibility for the entire record retrieval process, Synergy frees up our client's staff to work on more valuable core tasks and business activities, thereby lowering internal costs associated with record retrieval and improving results.

Synergy Web Application: The Synergy technology platform exists in the cloud and provides a web-based record retrieval and management solution that greatly streamlines the process of requesting, retrieving, and organizing relevant medical records. Synergy's secure, easy-to-use web application gives users unlimited online access to all records, record retrieval tools, and resources - anytime, from anywhere in the world. There is no software to buy or download, no monthly subscription fees, users only need to sign up and they are provided with a free Synergy account.

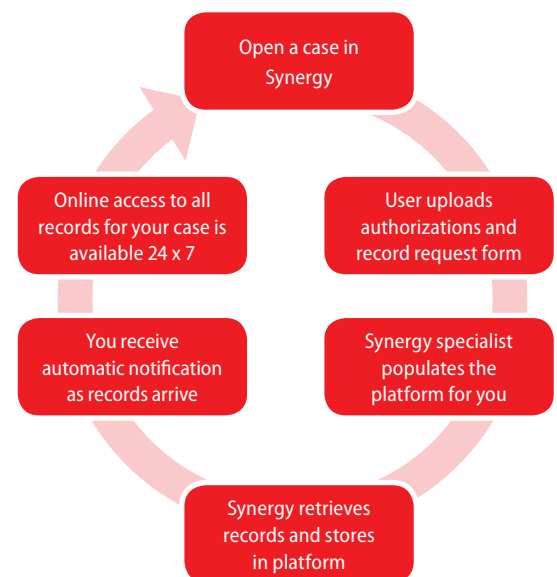
Dedicated Service: Synergy's dedicated case specialists and account managers provide a personal level of one-on-one service and support. The application provides real-time tracking and status updates on record requests, and itemized on-line billing that allows medical record retrieval to be a billable expense.

Requesting Records: Requesting records is as easy as logging into Synergy, opening a case, and uploading any standard record request form. Synergy experts follow a simple step-by-step process for rapidly retrieving each record.

Tracking and Receiving Records: Track the progress of each requested record within Synergy by viewing detailed notes from our case specialists. Receive automated alerts if further information ▼

Key Benefits

- Streamline and improve medical record retrieval.
- Lower internal costs for record retrieval.
- Reduce turn around time for receiving records.
- Improve accuracy of medical records.
- Improve organization and management of records.
- Free up staff to work on higher value tasks.
- Access records anytime, anywhere, including from mobile devices.
- Reduce the burden of making individual medical provider payments: Synergy pre-pays providers.



is required, provide responses online, and download or view complete digitized records immediately as the record is available. We can also mail hard copies of records if desired.

Retrieved medical records are digitized, matched to the users request, and made available (to view or download anytime, anywhere) directly through the Synergy web application. Records are available as PDF files, making them easy to share, organize, and store. Optical Character Recognition (OCR) for easy keyword searching of records and other record processing and analysis services are also available.

Record Storage and Access: Synergy will continue to host and store retrieved records on our secured servers for continual access. Users simply login to their Synergy account anytime, anywhere to view, print, download and save medical records.

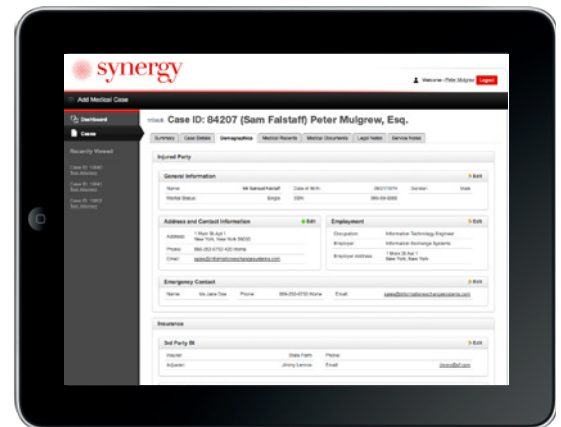
Pre-pay Medical Providers: Synergy's comprehensive solution includes pre-paying the medical providers custodial fees, freeing clients from the burden of individual provider payments and writing multiple checks. In addition, we will audit and reconcile every provider invoice - down to an individual receipt level - to ensure there are not duplicate or incorrect fees charged by providers.

Synergy Record Processing and Analysis

Once records are retrieved, Synergy can provide a range of additional record processing, management, and analysis services. These include the following: Scanning/Digitizing, OCRing(Searchable Text), Organizing/ Indexing/Tabbing, Chronological Sorting, Page Numbering/Bates Stamping, Record Coding - Database Search, and Annotation.

Scanning/Digitizing: All retrieved medical records are automatically scanned/digitized, matched to the users request, and made available to view or download directly through the Synergy web application. Records are available as PDF files, making them easy to share, organize, and store.

OCRing (Searchable Text): Converts scanned images of records into searchable text using Optical Character Recognition (OCR) technology. Using Adobe Acrobat Reader users are able to rapidly ▼



Secure online access to your medical records 24 x 7.

Types of Records

- Medical
- Billing
- X-rays
- Pathology
- Personnel
- Payroll
- Workers compensation files
- Claim files
- Telephone records
- Bank records
- Pharmacy records
- Police records
- Fire records
- Ambulance records
- Driving records
- Academic records
- Business records
- And more

search the scanned records for names, dates, keywords, or any other text or data, thus enabling them to find key information more quickly and thoroughly. The original image of the record is preserved and the words are highlighted where they appear on the page when users perform a search.

Organizing, Indexing, and Tabbing: Records may be organized, indexed, and divided into tabbed sections with hyperlinked table of contents for easy reference. Based on the record type, tabs and categories are customizable. Examples include: type of treatment, history, correspondence, progress notes, nurses' notes, pharmacy, labs, emergency room, etc..

Chronological Sorting: Medical records are sorted by date of treatment (chronological ordering) providing a sequentially ordered history of patient activity. May be hyperlinked within a table of contents.

Page Numbering/Bates Stamping: Provides page-numbering on medical records and alpha-numeric page-labeling. The standard page label consists of a lettered prefix followed by the page number. The prefix may be an abbreviation for each individual facility or for the patient's initials for a specific case. This allows for quick reference while reviewing records from multiple providers.

Record Coding & Database Search: This service entails scanning a volume of documents (not just medical records), then identifying and coding segments of text within each document, enabling your organization to store information in queryable databases.

Annotation: Allows reviewers to digitally mark up medical records using sticky notes, circles, and highlights without modifying or altering the original document. The markups are saved as a web overlay to the original record and can be turned on or off during viewing.

Record Processing & Analysis

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- OCRing (Searchable Text)
- Organizing, Indexing, and Tabbing
- Chronological Sorting
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- Record Coding & Database Search
- Annotation



Synergy IXS | 400 Rella Blvd Ste 165 | Montebello, NY 10901
Ph: 1 800 801-4091 | Fax: 845 877-7016 | info@synergyixs.com
www.synergyixs.com