

## Case Study: Remote Coding

### Regional Medical Center Improves Coding Efficiency

#### Challenge

A medical center serving more than 100K patients each year was experiencing fluctuating high census periods and accompanying staff shortages.

In addition, the medical center was also seeking a remote auditing service to ensure coding compliance.

#### Solution

A secure connection was established and LexiCode worked directly with the medical center's HIM management team to set up policies and procedures for coding and abstracting. LexiCode then provided a core group of AHIMA credentialed coders and auditors with logins and systems knowledge available to the medical center with limited notice.

Highlights of the phased remote setup:

- Phase I:
  - Evaluate technological environment
  - Determine coding needs (record types and turnaround times)
  - Assign a LexiCode Account Manager to the medical center
  - Review abstract requirements
  - Discuss facility specific coding policies
- Phase II:
  - Work with Information Systems to establish a secure connection (VPN, firewall to firewall, etc.)
  - Create logins and complete remote access
  - Agree on turnaround times
  - Test all systems
- Phase III:
  - Begin coding and/or auditing remotely
  - Implement QA process
  - Schedule status calls with LexiCode and the medical center's management

#### Benefits



LexiCode provided a quick turnaround time ensuring continued revenue flow without a negative financial impact.



LexiCode's remote connection saved money by eliminating travel expenses and travel time.



LexiCode's Remote Coding Center met compliance standards.

Quarterly coding compliance audits for coders ensured accuracy.



Customized ongoing education programs helped to maintain quality standards.