

Premier Medical Records: CIOX for GI, Urology, & Gynecology

Premier will go-live with a decentralized medical records process where in each office is responsible for fulfilling medical records request. Gastroenterology Poughkeepsie, Division of Urology and Gynecology will use a third party CIOX to address a medical records request.

All CIOX users will have athenaOne access.

Departments with CIOX Configure their inboxes to:

Gastroenterology	Urology	Gynecology
GI - Main Street-Suite 5	Urology - Eastdale - BLUE Lounge	Gynecology – Little Britain Road
GI - North Road - Suite 101	Urology - Eastdale - GREEN Lounge	Gynecology – Eastdale – GREEN Lounge
GI - North Road - Suite 202N	Urology - Eastdale - RED Lounge	
GI - North Road - Suite 301	Urology - Eastdale - WHITE Lounge	
GI - North Road - Suite 303	Urology - Eastdale - YELLOW Lounge	
GI - North Road - Suite 304	Urology - Little Britain Road	
	Urology - Mary's Ave - Suite 4	
	Urology - Westage - Suite 210	

Request for Medical Records

1. Gastroenterology Poughkeepsie, Urology and Gynecology offices may receive medical record requests via fax, phone call, mail and/or verbally at the office.
 - a. Fax: CIOX has dedicated separate fax lines for both Gastroenterology Poughkeepsie and Urology/Gynecology for medical record requests. Each fax number will be forwarded to athenaOne where Task Assignment Overrides (TAOs) will route requests to a CIOX medical records practice role (cioxmedrec).
 - b. Phone Call: Patient calls into Premier. Phone call is received by office staff or call center. Premier user prints **"PMG Medical Records Release NYS 960 Form"** from the patient's quickview and mails it to the patient or may send to the patient via patient's Athena Portal.
 - c. Mail: **Premier** User will scan and upload mail to the patient's chart. User will **route the document/task** to CIOX medical records practice role (cioxmedrec).
 - i. How to Scan Documents Directly Into athenaOne
 - d. Verbally/In-Person at the office: Premier user prints **"PMG Medical Records Release NYS 960 Form"** from the patient's quickview. Patient signs the form. Premier user uploads the form to the patient's chart and **routes the document** to CIOX medical records practice role (cioxmedrec).

- e. **ALL** Attorney/Legal Record Requests will **NOT** be sent to CIOX to address. ALL such requests will be either TAO to or personally given to the department Director/Manager
2. If Premier needs to check the status of a medical record request, the user can send a patient case to the cioxmedrec practice role requesting information.
 - a. Quick Reference — To create a patient case

Working Medical Records Request

1. CIOX will review clinical inbox and work ALL tasks assigned to cioxmedrec, leveraging the chart export workflow.

2. Once the chart export is complete, CIOX will close the patient case/document and add a note that the task is complete. A record of the chart export is also automatically created.
 - a. Quick Reference — To export a patient chart

Inbound Medical Record Documents

1. Medical records from outside offices will be sent to the Gastroenterology Poughkeepsie, Urology, and Gynecology offices from offices/providers outside of Premier via mail, fax or may be brought in (paper) by the patient.
 - a. Paper: **Will not be handled by CIOX**. Will be handled and scanned into the patient's chart by Premier staff.
 - b. Mail: Premier will upload document to the patient chart and route document to cioxmedrec inbox bucket to be worked by CIOX

- b. Fax: Both Gastroenterology Poughkeepsie, Urology/Gynecology dedicated medical record fax numbers will be forwarded to athenaOne where Task Assignment Overrides (TAOs) will route documents to CIOX medical records practice role (cioxmedrec).

Billing for Medical Records

1. Will be completed by CIOX outside of athenaOne