



## ICD-10 Coding & Abstracting Services

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Canada converted to ICD-10 in 2001, and since then, Salumatics has been providing certified health information professionals who code and abstract health records for our hospital clients.

The transition from ICD-9 to ICD-10 resulted in a significant shortage of certified health record coders in Canada. Many took early retirement rather than face six months of training. Others simply failed to meet new and more complex data quality standards. Those who remained took about six months to achieve their former coding speed.

To address these challenges, Salumatics developed secure, customized processes to support remote coding and meet client timelines. We continually improve our processes, and today, our large pool of coders provide timely services to clients that range from large tertiary hospital facilities to small remote northern aboriginal communities, across North America.

### LONG TERM SOLUTIONS: OUTSOURCED CODING SERVICES

Salumatics recruits and retains ICD-10 certified and experienced coders located throughout Canada and connects them remotely to the Salumatics' data centre, and in turn to the hospital's system via a secure Network. This enables coders to complete the entire coding process as if they were on-site. Connectivity is customized to meet each hospital's specific requirements. The coders view and code only those health records to which they have been assigned. The records are coded and abstracted to ICD-10 standards, and to meet government and hospital-specific guidelines.

By engaging our services, our clients have reclaimed valuable hospital real estate and eliminated recruitment, training and overtime costs. Overall coding costs are lower, data quality standards are higher, and submission schedules for tracking and billing purposes are met.

### SHORT TERM SOLUTIONS: SERVICES ON CALL

For a variety of reasons, many hospitals experience a temporary increase in volumes or a short-term backlog in coding. Salumatics helps many clients solve this problem quickly. We can do this once, or be on call to provide back-up when you need help.

### DATA QUALITY ASSURANCE

We know that the quality of the coding matters to you. Data Quality is a fundamental step towards accurate and timely planning, performance measurement, accountability, and billing for your hospital. With over 10 years experience in the most current medical coding processes, on-site and off-site coding staff, and a commitment towards the security and privacy of your hospital and patients, Salumatics offers a strong, in-depth Data Quality Program.

To maintain our high standards of coding quality and accuracy for our clients, Salumatics coders use our Data Quality Program to excel in a comprehensive coding assessment. Our coders also participate in regular, ongoing education workshops and receive an orientation to hospital-specific practices prior to the commencement of any coding project.

A Client Services Manager is assigned to all of our clients. The Client Services Manager's goal is to verify that there is a high degree of data quality and client satisfaction. This is accomplished through maintaining regular communications between Salumatics and the client. Salumatics' coders are responsible for the timely completion of all corrections at no cost to the client.

Our data quality analysts complete random audits of each coders' coded and abstracted records to ensure data quality. The audit is a re-abstractation of the records to ensure data consistency and accuracy.

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