



# Iron Mountain Customer Success Stories

Over the last 20 years, Iron Mountain has helped thousands of healthcare partners deliver outstanding patient care while reducing budgets, controlling operating costs and complying with the growing number of healthcare regulations.

*Here's what several of our customers have to say about partnering with Iron Mountain...*

## CUSTOMER: **Meridian Health**

**CHALLENGE:** Reducing costs and increasing inefficiencies during the transition to the Electronic Health Record (EHR)

**SOLUTION:** Iron Mountain's Comprehensive Health Information Management (CHM) program

**THE RESULTS:**

- Secure, cost-effective and centralized storage of over 500,000 patient records
- Improved accountability over medical records
- Developed a foundation for transition to electronic system

*"Iron Mountain... worked diligently to implement a plan that would ensure the secure and efficient management of our patient records, maintain consistency in our day-to-day operations and meet the goals of our system-wide initiative for compliant information management."*

James H. Braden, Corporate Director  
Health Information Management

## CUSTOMER: **PinnacleHealth**

**CHALLENGE:** Managing physical and digital radiology records in parallel, to improve physician satisfaction and save costs

**SOLUTION:** Iron Mountain's X-ray on Demand (XOD) service

**THE RESULTS:**

- Streamlined workflow
- Faster diagnoses resulting in improved patient care
- Staff redeployment resulting in cost savings

*"Due to efficiency gains in our processes, we were able to save six full-time employees and satisfy the hospital's radiologists."*

Rich Bagby  
Chief Information Officer

## CUSTOMER: **Hartford Hospital**

**CHALLENGE:** Outsourcing medical records management without service interruption, while providing the highest level of patient care

**SOLUTION:** Iron Mountain's Comprehensive Health Information Management (CHM) program

**THE RESULTS:**

- Peace-of-mind that medical records are secure and always available
- Streamlined procedures and reduced costs
- Improved efficiency and accountability for medical records management

*"Our medical records staffers have the files they need when they need them, giving doctors the resources to make informed decisions."*

Cindy Pugliese  
Director of Health Information Management

## CUSTOMER: **A leading Chicago-based IDN**

**CHALLENGE:** Bringing records management in-house to meet stringent HIPAA requirements and improve patient care.

**SOLUTION:** Iron Mountain's Comprehensive Health Information Management (CHM) program

**THE RESULTS:**

- Centralized patient files from 200 sites into a single facility
- Increased efficiencies in records management
- Stabilized costs

*"We ultimately chose Iron Mountain because of the company's ability to deliver a turn-key solution – one that provides us with stable pricing and budget visibility."*

Senior-level manager