

Access

How HUMC Improved Access to both Physical and Digital Patient Records



Hackensack Meridian
Hackensack University
Medical Center

The Challenge

As the largest provider of inpatient and outpatient services in New Jersey, Hackensack University Medical Center (HUMC) needed to streamline the management of patient records while achieving HIPAA compliance.

Physical records were difficult and time-consuming to locate. Digital records were spread across databases. As a result, HIPAA compliance was difficult to prove, and patient care was impacted by delayed access to information.

It was evident that HUMC's current document management processes were holding back progress. That's when they turned to Access for help.



Not only does Access meet our needs today, providing centralized hard copy records storage for our critical documents and patient records, but they can also provide us with document imaging technology that will enhance our services in the future."

Barbara Siegel, Director of Health Information Management at HUMC

The Solution

To help streamline HUMC's records management, Access implemented a comprehensive off-site storage solution supported by barcode tracking, workflow automation, and a centralized records management platform. Services include pickup and delivery, secure storage, refiling, document destruction, vital records handling, and custom reporting—all designed to reduce administrative burden and improve access.

About Hackensack University Medical Center

Industry Sector

Healthcare

Location

New Jersey,
United States

Company Size

Enterprise,
8,000+ employees

As part of the transition, Access physically relocated more than 1.2 million patient records and migrated database records for over 75 departments.

To further support urgent care scenarios, staff can now request hard copy records from Access and view them as electronic files on their computer in under an hour. This immediate access helps improve response times and overall patient care.

The Results

With Access's off-site hard copy storage solution and digital file delivery, HUMC now benefits from a scalable system that supports fast, reliable retrieval of patient records. The improved process has streamlined records management while ensuring full compliance with HIPAA and state regulations.

Staff can track inventory down to the file or box level and manage requests remotely through a secure, web-based portal—backed by 24/7 support. The result: significantly less time spent locating patient files and more time focused on delivering quality care.

By complementing existing IT infrastructure, Access's technology has also helped extend the capabilities of HUMC's internal technical team.

About the Company

Access is the largest privately held records and information management services provider worldwide, with operations across the United States, Canada, Central and South America. Access provides transformative services, expertise, and technologies to make organizations more efficient and more compliant. Access helps companies manage and activate their critical business information through offsite storage and information governance services, scanning and digital transformation solutions, document management software, and secure destruction services. Access has been named twelve times to the Inc. 5000, the ranking of fastest-growing private companies in the U.S. All trademarks, service marks and company names are the property of their respective owners.