

# Hawthorn Connection

March 2019: The Hawthorn Advantage

Hawthorn Physician Services

10820 Sunset Office Drive, 3<sup>rd</sup> Floor, St. Louis, MO, 63127

800-899-5757

## Protecting Your Data and Your Confidentiality

*A formula for value delivery: **Promise, Proof, Payoff***

Hawthorn Physician Services uses a combination of systems, policies and technology to protect computer data and physician confidentiality.

**Maximum Security** is one of the promises of the Hawthorn Advantage. You can count on us to maintain the highest professional standards for your safety, security and confidentiality.

### **Promise**

Our internal financial reports will never include financial information about individual client accounts. Hawthorn's corporate policy prohibits disclosing information about client activity to its advisory board or its affiliated boards of directors.

Our client reports are prepared exclusively for each client, and finished reports contain only the named client's production data and financial information. Hawthorn will never share your data with another client.

Our computer files are rigorously controlled and safely stored. All records and data are managed according to Hawthorn's corporate storage and disposal policies. Employees follow strict confidentiality guidelines, and act according to the highest ethical standards.

### **Proof**

Shelly Bangert, Hawthorn's director of revenue cycle management, takes responsibility for security procedures throughout the billing and collections cycle. "We have achieved a 100% record of success in maintaining client confidentiality" Bangert says. "We take every

precaution to ensure this record will continue unblemished. Every employee signs a non-disclosure agreement, and confidentiality is a condition of employment. Our provisions observe the compliance requirements of the Federal Privacy Act and the Consumer Protection Act."

*Your computer files are backed up every day and stored at an off-site facility*

Bangert says, "We back up computer files every day. Backup files are stored at an off-site facility, which improves our security, and backup files are always available. We have a system for quickly restoring files if service is ever interrupted."

### **Payoff**

The Hawthorn Advantage is a platform for delivering value to your medical practice. Our promise to provide **Maximum Security** is supported by other Advantage promises, including Proven Technology, Premier Service and Experienced Team. By fulfilling these promises, Hawthorn drives more dollars to your bottom line.

Visit [www.hawthorngrp.com](http://www.hawthorngrp.com) and contact us directly to learn how we can maximize your reimbursements.



**HAWTHORN**  
PHYSICIAN SERVICES CORPORATION

*Addressing Complexity with Certainty*