	<b>The Johns Hopkins Health System</b>	<i>Policy Number</i>	SYS029
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**POLICY**

This policy applies to the Johns Hopkins Health System (JHHS) Patient Financial Services (PFS) Department.

**PROCEDURE**

**MRRS Update Procedures for Keane and Meditech accounts for PFS and PIUM**

Daily Requests

Print the JHH and BMC report and receipts from Cyberquery, make two sets for JHH. Fax receipts to clinic contacts as needed, match request and receipts and put them in the Global box for the courier to deliver to JHH medical records. Prepare BMC in the same manner but the requests will be delivered by the PFS staff to medical records.


Print the Daily Request report and the Daily Receipt from Meditech Medical Records, Custom Reports. Fax receipts to clinic contacts as needed, match request and receipts and put them in the same envelope as the Keane requests. The requests will be delivered by the PFS staff to medical records.

Daily Update to Keane and Meditech Tables

Medical records received will be receipted in the MRRS system on a daily basis. The status of the request will be, completed, incomplete, or not found. The medical records will be delivered to the department designee for distribution.

Weekly Summary and Detail reports

Weekly Summary and detail reports for accounts > 90 days outstanding are ran and forwarded to the appropriate department administrators.

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**SPONSOR**

Senior Director, Patient Financial Services, JHHS

**REVIEW CYCLE**

Three (3) years

**APPROVAL**

\_\_\_\_\_  
Senior Director, JHHS

\_\_\_\_\_  
Date

\_\_\_\_\_  
Director, PFS Systems Support, JHHS

\_\_\_\_\_  
Date