

Access Hosts Companywide Shred Event to Celebrate National Privacy Day

In celebration of National Privacy Day, Access hosted a company-wide shred event on January 28th. Individuals and businesses from surrounding communities were encouraged to bring their old records to the nearest Access location for free, secure destruction. Over the course of the day, nearly 10,000 pounds of documents were securely destroyed. The free shred event was held at Access locations across the United States.

Access Participates in State of California Privacy Day Event



The California Office of Privacy Protection (COPP), in partnership with the National Association for Information Destruction (NAID) held an official Privacy Day press conference on the steps of the State Capital Building on January 28th. Access was also on hand at this event, providing demonstrations of secure shredding services and hard drive destruction.

Access offers secure, compliant and cost-effective information destruction solutions. Access offers a variety of flexible destruction programs customized to your organization's needs, inclusive of all media types - paper, electronic media, computer hard drives and products.

Client Spotlight – Q & A With Lyla Watson Front Office Manager, Northside Pediatrics & Adolescent Medicine Atlanta, Georgia



Q. How is your job as a Records Manager different than five years ago? A. The biggest change would have to be our recent conversion to electronic medical records. We are embarking on a beta test with Access on the Scan-on-Demand product to efficiently retrieve charts electronically instead of the normal physical delivery. We are currently in the process of scanning charts into the electronic database, and until this is complete we will need to refer to the paper chart as well as the electronic chart when processing records requests. It is important to have a detail oriented person handling these records to ensure both charts are

checked and all HIPPA guidelines have been met. As we continue to move into a paperless world there are sure to be challenges and questions we have yet to come across. That being said, we have implemented a front desk task force to address such issues as they arise.

Q. What are the current challenges for managing records in your industry?

A. One of the main challenges with managing medical records is keeping up with the paper trail. With so many charts being requested and/or sent to storage, it is a constant challenge to maintain and update the inventory. Adding to that challenge is a project we

FEATURED SOLUTION SCAN ON DEMAND



There are times when you need access to your information right away. Even if this information is stored in our record center, Access can provide you with that information quickly, using our scan on demand service. In lieu of a delivery request, you can request to have the file delivered via scan on demand. This can also be beneficial for companies with multiple locations that have more than one employee who needs access to the same information.

Scan on demand could be a cost-effective, time-saving option for your company. By using this alternative to physical file delivery you can build an electronic document inventory over time for those files that are most active. Pay on a per transaction basis, for the scanning of individual files and do not pay for scanning large quantities of records at one time.

Highlights of Scan On Demand

- Secure web-based access as an alternative to physical document delivery
- Create legally archived digital images of active hard copy records
- Improve document sharing of records

**FEBRUARY OFFER:
GIVE US 25 BOXES &
WE'LL GIVE YOU 25 BOXES**

Sign a new Records Storage and Management agreement with Access during the month of February, including at least 25 boxes of documents, and we will give you 25 hardcopy storage containers for free. Contact your local branch for details.

CLIENT SPOTLIGHT—Q&A with Lyla Watson, Northside Pediatrics & Adolescent Medicine— continued

took on several months ago to purge charts for patients 27 years of age and older. Though we have made a huge dent in the amount of charts that can be shredded, this will prove to be an ongoing challenge for our medical records department.

Q. What are your diversions from RIM? How do you relax or have fun away from the job? **A.** When I'm not at work I try to spend as much time as possible with my wonderful husband Patrick and our two adorable pugs (Pudge and Lily Mae). Aside from that I enjoy traveling, softball, movies, and spending time with friends.

Q. Who is your favorite music artist? The top 3 songs on your playlist? **A.** My favorite artist would have to be Bon Jovi. The top three songs on my playlist include: "Living on a prayer" by Bon Jovi, "Whatever it is" by Zac Brown Band, and "Sweet Home Alabama" by Lynyrd Skynyrd.

About Lyla Watson: Lyla is the Front Office Manager for Northside Pediatrics & Adolescent Medicine, PC, a comprehensive care center for infants, children and adolescents. She has been working with the practice for 4 years. Lyla's responsibilities include daily operations, ordering, training, and patient relations.

Access Expands Service Reach into Two New Markets, Oregon and Florida

Access recently acquired CDI Vaults in Eugene, Oregon and Florida Data Bank (FDB) of Tallahassee in Florida.

CDI Vaults has successfully provided records management; vital records storage and document destruction for over 20 years. With the acquisition of CDI, Access will expand the service offering at the Eugene facility and will open a new facility in Portland. With the acquisition of FDB, Access will now provide expanded records and information management (RIM) services throughout the Tallahassee area; records management, vital records protection through a state-of-the-art vault environment, secure document destruction and shredding for all products, media and computer hard drives; scanning and Web-based digital storage.

The Access team is excited to get to know our new clients and integrate additional team members and facilities into the company. This new growth increases our ability to provide end-to-end RIM services to clients across the United States.

ACCESS CORE VALUES

We Believe Heroic Customer Service is the Only Service

I wanted to thank and give kudos for the prompt and extra attention given to the larger than normal requests we had this week. I want to especially thank Steve for making extra trips and taking the initiative to assist our many desperate customers in any way he could.

Lee, Southern California Customer

We Will Be Contributors to Our Communities

Sacramento Shred Event—Access Sacramento hosted a free Community Shred Event in partnership with Sutterville Elementary School on Saturday, January 9th. The event filled a 53' trailer full of E-waste and resulted in approximately a ton of shredded paper.

Hawaii Shred Event— In partnership with Aloha Aina, Access Oahu, Hawaii held a free Community Shred Event at Castle High School on Saturday, January 23rd. Attendees brought in boxes and bags of old records for free destruction; supporting data privacy and identity theft protection in the community.

Access Shred Events Calendar: <http://accesscorp.com/upcoming-events.htm>

ACCESS ARMA

Access is a corporate member and supporter of ARMA International. Many of our clients turn to ARMA as the preeminent resource for RIM education and networking.

FEATURED ARMA EVENTS

ARMA Silicon Valley

Thursday, February 11, 2010

Panel Discussion on Disaster Recovery
Panelists: Michael Schwab, EVP, Access Information Management, Mike Goode, Records and Information Services Manager, Blakeley, Sokoloff, Taylor, & Zafman LLP, Tom McIver, Property Damage Restoration Account Manager, Munters Corporation.
For More Info: www.armasv.org

ARMA Atlanta

Tuesday, February 16, 2010

Review, Reduce, Renew, presented by Sandra Cummins, Southeast Green
The Power of Words presented by Mary Anne Fry, King & Spalding LLP
For More Info: www.armaatlanta.org

ARMA GLA

Wednesday, February 17, 2010

"Retroactive Records Management"
Presented by Gary Bartnick, Index Engines.
For More Information: www.arma-gla.org

FEBRUARY

Special Days This Month

2nd Groundhog Day
12th Lincoln's Birthday
14th Chinese New Year
14th Valentine's Day
15th President's Day
16th Mardi Gras (Fat Tuesday)
17th Ash Wednesday
22nd Washington's Birthday

ACCESS CLIENT SURVEY

The Access Quality Service Survey was recently distributed. **Submit your response and qualify to win one of three, \$100 Gift Cards or the \$250 Grand Prize Gift Card.** We look forward to additional feedback before the survey closes on February 19th!

ACCESS GOES RED

Access is proud to join the American Heart Association in the fight against the #1 killer of women – as well as of men, by wearing red on February 5th. Access' own Jennifer Engel from the Madison, Wisconsin branch was selected to be a spokesperson for the AHA's Go Red Campaign. We are proud to support Jen and the cause. Learn more about the campaign at GoRedForWomen.org.

About Access: Access Information Management is a leading records and information management (RIM) services provider and trusted partner to clients spanning multiple industries and locations. Access offers a complete suite of RIM services including records storage, data protection (electronic computer media), secure destruction, and Digital Access Solutions.