



# KIWI-TEK CODING PERSPECTIVES

Timely Insights Exclusively For Revenue Cycle And HIM Professionals

## How to Balance Privacy, Security and Quality with Offshore Coding: Three Critical Caveats for HIM

In this HIM Scene article, Sarah Humbert, RHIA, ICD-10 AHIMA Certified Trainer, Coding and Compliance Manager for KIWI-TEK, suggests HIM professionals carefully explore, vet and secure detailed service level agreements before even considering the offshore option.

### Three important caveats include:

1. Verify and test privacy and security for offshore coding including annual attestations
2. Watch offshore coding quality and confirm who is doing the coding: instances of bait-and-switch with offshore personnel have been reported
3. Re-evaluate outsourced coding partnership options in lieu of higher domestic coder availability post ICD-10

## Tackling Tough Cases: How to Empower Critical Thinking and Temper Productivity Goals

The healthcare industry is already witnessing rapid development of cutting-edge medical procedures using disruptive technologies and processes. Most common in academic medical centers, experimental surgical procedures raise ICD-10-CM/PCS-related questions for coding professionals and their management teams. Coding professionals often are forced to choose between fully researching complex cases or cutting corners to meet productivity benchmarks.

How can coding professionals find balance? Check out the Journal of AHIMA January 2018 article by Sarah Humbert, RHIA, ICD-10 AHIMA Certified Trainer, Coding and Compliance Manager for KIWI-TEK.

Visit the blog section of [www.kiwitek.com](http://www.kiwitek.com) for more details on this topic.

## HIM SURVEY REVEALS 2018 CONCERNS

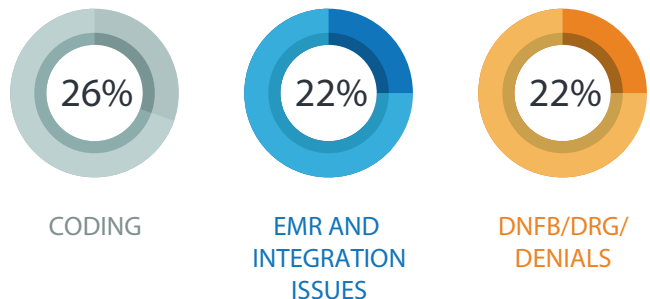
### Coding Challenges Arise During EHR Implementations

A recent KIWI-TEK survey of HIM professionals confirms what our experts already know—electronic health record (EHR) implementations trigger medical record coding backlogs. During the November 2017 survey, challenges associated with EHR implementation and integration were cited as the top HIM concern by 35 percent of respondents.

Specific issues included data integrity, EHR coding workflows, diverse systems and technology changes.

Request detailed results at [www.kiwitek.com/HIMsurvey](http://www.kiwitek.com/HIMsurvey)

## Top 3 HIM Challenges



## THE MOST FLEXIBLE, PRODUCTIVE AND SECURE CODING OPTIONS IN THE INDUSTRY

### Who We Are

Founded in 2002, KIWI-TEK has become one of the largest independently owned medical coding companies, providing customized, flexible coding options for hospitals, clinics and physician groups and practices.

KIWI-TEK, headquartered in Indianapolis serves healthcare facilities throughout North America. With us you get responsive, knowledgeable and experienced domestic coding managers who serve as the single-point contact between client and coders.

### What Makes Us Unique

KIWI-TEK has more specific and targeted coding experience than any other coding company or in-house coding department. We do not offer a conglomeration of healthcare services. Medical coding and auditing is all we do.

Expedite and optimize your reimbursement and advance the quality of your coding with KIWI-TEK.

High quality.  
Highly accurate.  
High compliance.



CONSULTING



STRATEGY



IMPLEMENTATION

**At KIWI-TEK we don't pretend to know you. We actually get to know you, so we can best serve you.**

We want to fully understand your coding challenges, specialties, workload and department structure. KIWI-TEK consultants will advise you of the customized coding plan options that best fit your needs, budget and culture, now and in the future. expanding coding workloads.

Contact us today to get started.  
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We **make** your hardest coding decisions simpler and **smarter**.