



The Leader in Health Information
and Clinical Documentation



Welcome

Christopher Foley
Chief Executive Officer

“Every day we are putting in the building blocks to continue our success and offer more products and more services.”

“Our Mission is Vital to the Success of the Healthcare Industry”

iMedX is a leader in the health information services and clinical documentation industry. As a company, we place continuous focus on providing our clients with leading technology and production systems. However, we know that first and foremost, we are a customer service company. To be successful, we can't provide just satisfactory service; we must deliver consistently *outstanding* service. It is our never-ending commitment to this high level of service excellence that drives the ultimate value we provide to our clients.

Since our inception in 2002, we have continued to grow exponentially in order to better serve our clients and provide them with new exciting healthcare solutions. We now offer a wide suite of services including medical coding and transcription, revenue cycle consulting, training & education opportunities, and data analytics. iMedX currently has thousands of healthcare clients ranging from large academic facilities, large hospital groups, to community hospitals and multi-specialty physicians groups. I am proud to say that we also support over one hundred thousand individual physicians every day, providing them the tools necessary to achieve the highest quality care possible.

At iMedX we are always building upon our successes as a leader in the health data management and clinical documentation services industry and aim to further strengthen our capabilities and absorb more market share in order to benefit our customers worldwide.

Healthcare is a very complicated world; it is ever changing and our mission is vital to the success of the healthcare industry. I invite you to learn more about our company, our services, and how we can provide great benefit to you and your facility.

A handwritten signature in black ink, appearing to read 'Chris Foley', with a stylized flourish at the end.

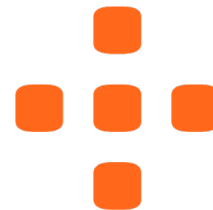
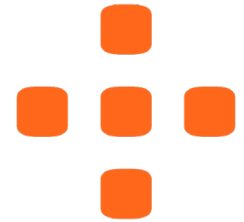


Table of Contents

- 04 [About Us](#)
iMedX is an integrated medical document management and health information services company offering a full suite of high-value revenue cycle management solutions.
- 05 [Service Excellence](#)
Success is not built on satisfactory, it is built on extraordinary and our commitment to this level of service drives the ultimate value we provide to our clients.
- 06 [History of Success](#)
iMedX has an extensive and prosperous operating history, which has been fundamental to developing and defining the company's strong culture and reputation.
- 08 [Humanology Approach](#)
We bring together innovative technology and unparalleled experience to give our clients a significant edge in clinical documentation.
- 11 [Service Offerings](#)
Our high-value revenue cycle management solutions include medical transcription and coding services, results-based consulting, training and education opportunities, and data analytics.
- 12 [The iMedX Advantage](#)
Leading-edge technology, custom solutions, best-in-class quality, and commitment to service excellence allow us to focus on driving positive results and success for clients worldwide.
- 14 [Worldwide Workforce](#)
Our worldwide workforce produces the highest quality, most secure outsourced medical transcription in the industry.
- 16 [Innovative Technology](#)
Our innovative technology solutions provide clients with an effective blend of speed, flexibility, and reliability. Unlike many other vendors, we build, own, and support our own technology.

ABOUT OUR COMPANY



We fuse industry-leading technology with the most qualified people to formulate precision in the process

Founded in 2002, iMedX is an integrated medical document management and health information solutions company based in Atlanta, GA. Through our continuously growing technological capabilities, iMedX offers a full suite of high-value revenue cycle management solutions including medical transcription and coding services, results-based consulting, education and training opportunities, and data analytics. Our leading-edge technology, custom solutions, best-in-class quality, and commitment to service excellence allow us to focus on driving positive results and success for thousands of healthcare clients worldwide.

“iMedX was methodical and collaborative in bringing forth new opportunities. Their detailed implementation plan laid the groundwork for action. Within 2 months, we started receiving over one million in new net revenue.”

- COO, Kansas



WE KNOW WHAT REALLY WORKS

Recognized as one of the top business partners in the industry, the company's success stems from our unique humanology approach, which fuses industry-leading technology with the most qualified people to formulate precision in the clinical documentation process. Our highly trained technical staff understands medical context, discerns for accuracy, and provides an unparalleled level of service unattainable from software alone. We work with each client's existing resources and jointly develop new processes that deliver improvements in efficiency and effectiveness.

“We see results in our revenue cycle performance and in team engagement thanks to iMedX. Whether the issue is new services, best practices or improved accountability, iMedX has continued to support our needs over the years.”

- Revenue Cycle Director, Missouri

SERVICE EXCELLENCE

We're a client-driven company focused on improving the service we provide. Through our team approach, employees at every level contribute to the ideas and initiatives that move our company forward. We know success is not built on satisfactory, it is built on extraordinary and it's our never-ending commitment to this level of service that drives the ultimate value we provide to our clients.

OUR COMMITMENT TO YOU

We Make Service Our Top Priority

At our core, we're about client service. Our CEO, CRO, and other top management team members continuously engage with clients to understand their evolving needs and to ensure we're actively responding. Our VP-level relationship leaders regularly speak with client management to monitor service levels and address any needs that arise. We collect and track service metrics to monitor and improve service delivery and support clients with 24/7/365 service and technical team access.

We Listen and Respond

How do we know how we're doing? It's simple: we ask. At iMedX, we maintain a formal process where we check in with our clients to gain insights on how we can improve our performance. We ask about criteria including speed, quality, service and efficiencies. As a result, many of the best ideas for process improvement have come directly from our clients.

At iMedX, we deliver solutions that are best in class. We place continuous focus on providing to clients leading technology and production systems. However, we know that foremost we are a customer service company. To be successful, we can't provide just satisfactory service; we must deliver consistently outstanding service. It is our never-ending commitment to service excellence that drives the ultimate value we provide to our clients.



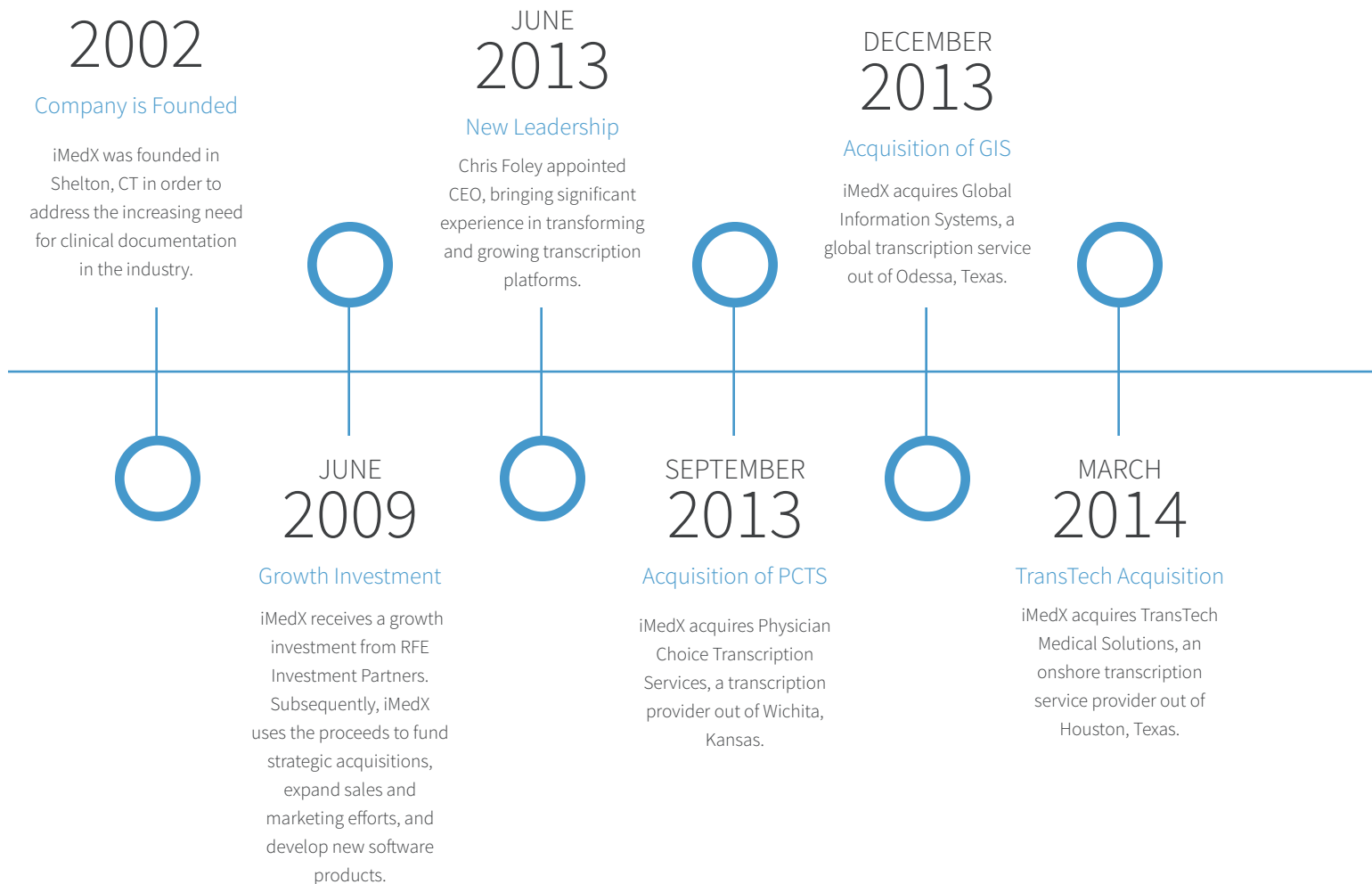
OUR COMPANY VALUES

The following values serve as guidelines for how we conduct business and are the foundation of our company culture:

- Trust
- Innovative Technology
- Customer-Focused
- Integrity
- Quality
- Continuous Improvement
- Value

HISTORY OF SUCCESS

iMedX has an extensive and prosperous operating history which has been fundamental to developing and defining the company's strong culture and reputation for clinical excellence.



iMedX serves an impressive array of medical professionals across the globe. Clients include numerous large academic facilities, Integrated Health Delivery Networks, community hospitals and multi-specialty physician groups. As one of the leading providers of health information and clinical documentation services worldwide, iMedX continues to grow rapidly through client referrals, new sales, and industry acquisitions.

APRIL
2014

Coding Established

iMedX develops medical coding practice, which will drive significant growth going forward.

NOVEMBER
2014

Medwrite Acquired

iMedX acquires Medwrite, a transcription provider with offshore production capabilities out of Anaheim, California.

DECEMBER
2015

Coding Expansion

iMedX expands its coding service offerings with the acquisition of G2N, a leading coding and revenue based consulting service provider out of St. Louis, Missouri.

JULY
2014

Acquisition of SGS

iMedX acquires Superior Global Solutions, a transcription provider with a strong client base out of Richmond, Virginia.

NOVEMBER
2015

Global Expansion

iMedX expands its global presence by acquiring OzeScribe, the leading transcription service provider in the Australia Market.

JANUARY
2016

Consulting Expansion

iMedX expands its revenue-cycle consulting services with the acquisition of Amphion Medical Solutions, a leading provider of coding, consulting, and education solutions with strong technological capabilities out of Madison, Wisconsin.





TECHNOLOGY IS NOT ENOUGH

Many would argue that technological advancements have propelled the recent trend of customer service automation at the expense of quality and service. However, we believe that striking the right balance between automation and human skill is vital to the clinical documentation process. There is no substitute for the human mind - it provides a level of critical thinking, problem solving, and logic that is unattainable with technology alone.

Every precise, compliant workflow needs human intelligence, implemented at crucial points in the process to interpret context and provide unparalleled service. The iMedX approach to process does just that. We bring together innovative technology and unparalleled experience to give our clients a significant edge in clinical documentation.



HUMANOLOGY APPROACH

iMedX's leadership in health information management and clinical documentation stems from our humanology approach: the fusion of industry-leading technology with the most qualified people to formulate precision in the process. While automation and technological breakthroughs have introduced many benefits to the ever-changing healthcare industry, technology is evolving at a pace that couldn't have been foreseen. Therefore, we believe the combination of humans + technology makes all the difference.



“I initially rang iMedX well after hours expecting to get the usual recorded message, but was surprised to find a pleasant and helpful individual answer the phone. Feeling like a human hand was reaching somehow across the globe; I found the relationship comfortable and delightful.”

-Ph.D student, Orlando

OUR PEOPLE MAKE THE DIFFERENCE

Our people take the burden off physicians and help administrators improve overall performance. Our staff understands medical context, catches errors, and provides unparalleled service. We're problem solvers and critical thinkers — we're here to help reduce process friction and provide peace of mind.

BRIDGING THE GAP

While technology quickly and efficiently captures and documents your data, it can only do so much. Efficient health information management needs a combination of humans + technology. It's vital to a quality workflow. It's a level of critical thinking, problem solving, and logic that is unattainable with technology alone. With experience as its only source, it must be earned and it must be shared.



FULL SUITE OF SERVICE OFFERINGS INCLUDE:

- Transcription Services
- Remote Medical Coding - Hospital & Physician
- Continuous Coding Quality Monitoring
- Coding Education & Training
- Chargemaster Review & Maintenance
- Continuation Services
- Market Price Analysis
- Physician Practice Solutions
- Revenue-Cycle Solutions
- Special Projects

OUR SERVICE SOLUTIONS



Comprehensive, customized revenue-cycle solutions designed specifically to fit your needs



MEDICAL CODING SERVICES

We understand the complexity you face with the changes in healthcare coding requirements and are here to help by ensuring that your receivables are not negatively impacted by a delay in coding. Discover a coding resource that meets your goals, operates smoothly within your system, and satisfies your need for dependable service. iMedX is structured and staffed to serve the healthcare industry exclusively, but more than that, our fresh approach ties our objectives to yours, netting you enhanced compatibility, compliance and performance. Our experienced, credentialed staff can help reduce coding backlogs with complete outsourcing services or on an as-needed basis. iMedX assists you to prevent DNFB and reap the benefits of accurate and timely billing for maximized revenue.



TRANSCRIPTION SERVICES

Medical transcription is a critical part of the clinical documentation process. At iMedX, we combine deep transcription expertise with leading technology to deliver a solution that is both high-performance and cost effective — merging together the essential, critical thinking of experienced transcriptionists and the innovation of advancing clinical documentation technology.



CONSULTING SERVICES

When hospitals and physician practices take advantage of our complete slate of revenue-cycle-related services, the most important result is peace of mind. Our clients deal with a staggering variety of systems, regulatory amendments and employee skill sets. That's why iMedX's implementation plans are always customized, multi-disciplinary, and thorough. We ensure that the implementation will dovetail with your resources, plus we set forth new processes that foster proper payment in a manner that is easy for you and your staff to maintain.



EDUCATION OPPORTUNITIES

iMedX's educational training programs are designed to maximize learning and retention, minimize productivity loss and increase mastery of ICD-10 at various levels. Our personalized, interactive classroom and self-paced study programs use multiple learning and assessment tools, which makes our comprehensive packages the premier training tools for preparing your staff for ICD-10. Getting started is easy! Enroll in iMedX U today by visiting us online.

THE IMEDX ADVANTAGE

We understand the challenges you face today. This understanding is why we believe we are perfectly suited to assist you in meeting and exceeding your operational goals. Our experience, expertise, proven history of success with clients just like yourself and our services in the HIM area allows us to bring the following benefits and guarantees to your organization:

Increased Cash Flow

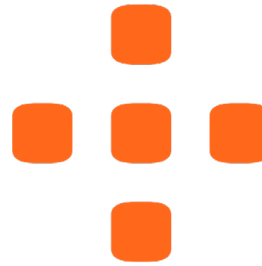
By focusing on quality in all aspects of our transcription solutions, we avoid errors and re-works — saving you time and money. We hire only the best people and employ a series of metrics to ensure quality results. Our flexible pricing model is designed to deliver the maximum value using repeatable processes and the most optimal path to completion.

Complete System Integration

iMedX has many years of experience performing system integrations. We understand technology and the need to take advantage of your system's data for efficient and accurate medical report creation. We'll securely connect to your systems for patient demographic access, automatic content importing as well as timely document return.

Reliable Turnaround Times

Speed is essential for success in both patient care and revenue cycle management. We're always effectively staffed to ensure production coverage in peak volume periods and our technology is designed to maximize the speed of our transcription team. We can even establish and customize turnaround time standards to meet your specific needs.



QUALITY RESULTS

Our quality of deliverables with ICD-9 and ICD-10 is unparalleled. Our stringent quality practices are both people-centered and process-centered. These processes ensure quality is institutionalized in the form of SLAs and standards that we guarantee our clients.

PROVEN SUCCESS

Over many years of working with the top healthcare providers in the nation, we have repeatedly demonstrated and delivered significant improvements in our clients' coding accuracy and processes through continuous pre-billing quality monitoring.

Additional Benefits to Partnering with iMedX include:

- Credentialed, Certified Coders
- ICD-10 Proficiency
- Long-Term Commitment to EHR
- Customer Focus
- Mature Methodology
- Experienced Team



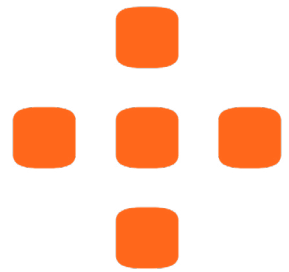
“We were searching for a high quality revenue cycle partner, and decided to partner with iMedX. We have been using iMedX in our forensic processes on accounts with problematic billing and coding issues. Their quality has been outstanding in clearing edits, resubmitting denials on technical errors and locating missing charges.”

-VP of Patient Accounting
Pennsylvania



At our core, we're about client service. Delivering what clients want is the major KPI for all stake-holders in the organization. Our never-ending commitment to an extraordinary level of service drives the ultimate value we provide to our clients. Our dedicated client relations executives pro-actively engage with customers to understand their evolving needs and ensure we are actively responding to meet them. In addition, we maintain a formal process where we check in with our clients to gain insights on how we can improve our performance. As a result, many of the best ideas for process improvement have come directly from our clients.

WORLDWIDE WORKFORCE



The Upsides to Going Outside

Our worldwide team produces the highest quality, most secure outsourced medical transcription in the industry. By focusing on quality in all aspects of our transcription solutions, we avoid errors and re-works — saving you time and money.

INCREASED PRODUCTION

Headquartered in Atlanta, Georgia, iMedX currently houses 18 locations worldwide. Our worldwide presence allows us to improve service delivery and support clients with 24/7/365 service and technical team access. We're always effectively staffed to ensure production coverage in peak volume periods and our technology is designed to maximize the speed of our transcription team. We can even establish and customize turnaround time standards to meet specific needs.

DATA CENTRICITY & SIX SIGMA DRIVEN PROCESS

We are a client-driven company focused on improving the service we provide. Our Six Sigma Approach allows us to analyze every aspect of health information management and incorporate transcriptionists at all key process points in the process to ensure dependable turnaround time, optimal line accuracy, and premium quality. By understanding medical context and continually catching errors through this approach, our staff is able to provide unparalleled service and improve the overall customer experience.

EXPERTISE

With a team of 3,500+ experienced employees worldwide, iMedX is expert in delivering error-free clinical documents. Across client segments, our team has gained multiple references and been recognized for their expertise in the clinical documentation domain. As a company, we remain fully committed to continuously strengthening our capabilities and aligning ourselves with customer needs in order to deliver best-in-class results to our client base.

INDUSTRY LEADING METHODOLOGY

Founded in 2002, iMedX has been present in the clinical documentation domain for 15 years and has since established itself as an industry leader. Our solutions are individually designed to meet the specific needs of each customer and provide maximum value to the healthcare organizations we serve. As the healthcare industry continues to grow and evolve, we remain committed to the continued success of our customers. We help them reduce process friction, while providing them with peace of mind.

INNOVATIVE TECHNOLOGY



Ongoing research and development

To support the myriad workflows and customer needs, we have developed a highly customizable platform. Together, these components allow us to offer a top rate medical documentation service to our customers:

- The iMedX medical documentation solution comprises three primary components:
- A highly secure, reliable data center used to store data and applications
- A suite of applications that support our documentation workflow and customer needs
- A professional and customizable transcription service

HIPAA Compliance and Security

We take our commitment to HIPAA privacy and security very seriously and have a multi-layered approach to HIPAA compliance. iMedX has developed HIPAA Privacy and Security policies and procedures that address all components of The Final Rule. Our workforce members are required to review HIPAA Privacy and Security Policies and Procedures and sign a confidentiality statement. During orientation, our workforce is required to participate in HIPAA Privacy and Security Awareness training. An assessment of learning is administered and a score of 100% is required before an employee may begin live work. Periodic privacy and security reminders and regulation updates is provided to all workforce members. iMedX performs a weekly periodic audit review of key areas such as:

- Infrastructure changes to baseline configuration.
- Event log manager
- Physical Access to protected areas
- Data backup logs
- System logs
- Vulnerability Scans
- Application Performance

This ensures we are on top of compliance, security, and operation of our systems.

“The security protocols at iMedX so essential to medical practitioners are also vital to those of us in the legal profession I could not be happier with the service offered by iMedX and their pricing.”





WE BUILD IT. WE SUPPORT IT.

iMedX is a global leader in medical documentation technologies and services. Our customers include large hospitals, clinics, small practices, and government agencies. iMedX customers nationwide use our systems and services every day to create and manage medical documentation.

Selene: Coder Review Technology

Our state-of-the-art review and reporting technology – Selene – automates reviews and integrates with your EMR, while identifying specific areas that the coders repeatedly have issues, thereby providing a platform for continuous improvement.

- Ensures review compliance
- Easy to use web-based application
- Offers pre-bill coding review resulting and savings
- Extensive reporting for inpatient and outpatient
- Identifies ICD-10 education needs
- Contains comprehensive coding quality reviews
- Improved coder accuracy and qualitybased reimbursement.

iMedX Express Platform

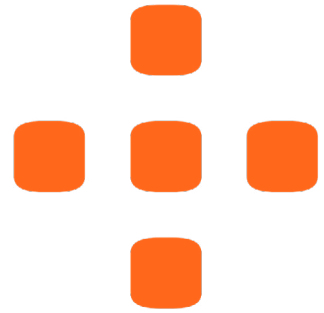
iMedX Express is our web-based platform that allows secure access to both dictation status and completed documents. Its six main modules are: Editor, Admin, Provider, Console, Connect, and Upload.

- Easy to use, web-based application
- Secure access to dictation status and completed documents
- Customizable HL7 interfacing, supports connectivity to all major EMR systems
- Compatible with all major browsers and smartphone operating systems
- Provided to customers free of charge with no annual support costs

iMedX Mobile DocAsssit

iMedX Mobile with DocAsssit is our innovative application that allows you to view and update patient schedules, scroll through demographic information, view previously transcribed documentation, and dictate securely — all from your smartphone or tablet.

- Secure, easy to use mobile application
- No third-party device, no extra hardware required
- Record, edit, upload, and playback dictations
- Seamless integration into existing EMR system
- Manage patient schedules
- Works in offline mode



CONTACT INFO

HEADQUARTERS

3560 Lenox Road NE | 30th Floor
Atlanta, Georgia 30326
Phone: 404-418-0096
Fax: 404-500-0190

www.imedx.com

