

## **SHARP INFO**

Sharp Info Solutions Pvt. Ltd is a division of Sharp group of companies and ranks among the top BPO companies in the Coimbatore region in terms of brand value. The group has business interests that range from manufacturing of pumps and motors, food waste management, die casting, foundry, wind energy and healthcare BPO.

Sharp Group's flagship company Point Pumps is one of India's most trusted brands in terms of Quality and Reliability. Quality and customer delight are our corporate mantras and have been embedded in every action of ours. Thus, the market has ensured that we become one of the fastest growing companies of the region.

## **PEOPLE**

Sharp Info Solutions Pvt. Ltd, a fully equipped healthcare BPO was initiated by one of our Executive Directors Ms. Kavitha Premanand in the year 2000. Our chairman Mr. K.K. Ramachandran and our Managing Director Mr. Kannan Ramachandran gave their complete backing to the idea that saw this organization grow from only 60 members to 350 members within a short span of time.

Sharp group of companies, a business conglomerate is owned by Mr. K.K. Ramachandran and family. They are one among the highly illustrious business families of the region who have established many successful businesses since 1965.

At Sharp Info Solutions, the most valuable assets are our people. Our strength lies in them. Our executive team works closely with every staff member to secure their participation in people related programs. Lots of emphasis is placed on organizational culture that impacts talent management, learning and development, talent acquisition and integration. As a result, every employee has taken good care of the company by means of quality, efficiency and reliability.

## **VISION**

Our vision is to allow our clients to devote more time and energy enhancing their focus on healthcare while we raise the bar on Revenue Cycle Management Service delivery.

## **MISSION**

Our mission is to carve a niche in the emerging IT industry by setting new benchmarks in technological superiority, recognizing customer needs and addressing them through top-notch quality solutions and professional services.

## **SERVICES**

1. Revenue Cycle Management
2. Medical Transcription
3. Review of Medical Records

## **Healthcare Services**

We are receptive to the changes in the healthcare system that has become complex and very different from what it used to be. There are economic factors that influence the changes in the system which is increasingly moving towards managed care. The provider's priority is healthcare delivery. We understand the evolution of the industry and the changing priorities of the doctors.

We pondered on some important questions such as what are the changes in healthcare delivery. How are the changes impacting the doctors and the patients? What can we anticipate in the future? What role can we play as an RCM company? What are the opportunities and how can we add value to our customers? The answers to these questions inspired us to focus on healthcare services. We then set our goal; our goal is to provide our customers a single window to medical industry specific solutions.

## **Revenue Cycle Management**

With the intention to assist the medical fraternities concentrate on their core job of patient care Sharp Info Solutions ventured into Revenue Cycle Management.

As already stated the rapid changes in the healthcare industry have proved to be highly challenging. At the same time it has brought in a variety of opportunities. Today, there are new regulations, market consolidations and increased pressure from the payers. People are increasingly focusing on value based care. Sharp Info Solutions is versatile and can quickly adapt to the changes in the industry. We have stood the test of time. Sharp Info solution is receptive to the challenges and continuously repositions itself to meet client needs.

Any provider who has Sharp Info Solutions as their vendor would annihilate inefficient billing and coding issues. We have no shortage of certified coders that are up to speed to avoid any claim rejections.

We are a HIPPA/ HITECH compliant organization and our organizational culture cultivates adherence to compliance. Our Revenue cycle management teams drive advancements in technology for seamless patient engagements and for quick resolutions of issues. Our work flow management systems are very efficient; any operational changes may be easily mapped to the existing platforms.

Sharp Info Solutions offers the entire gamut of RCM services and our leadership team continuously strives to identify cost- efficient ways of doing business. Our job is to ensure that our clients achieve economies of scale.

**“You only live once – but if you work it right, once is enough” - Joe E. Lewis  
That’s an analogy to our work.**

### **Medical Transcription Services**

Medical Transcription services are in the midst of multiple changes that are critically influencing the transcription Industry. EMR implementation, voice recognition and much more efficient billing practices demand accurate documentation with emphasis on turnaround times.

The changes in the healthcare industry have caused a strain in the budgets and the financial managers have to decide on cost-efficient ways of transcribing medical files. Similar was the case when Sharp Info Solutions started its transcription services in the year 2000 when most clients were looking at cutting costs. We started with a handful of trainees and quickly grew to a huge team of over 300 members.

In spite of all the changes in the Medical Transcription Industry, our dedicated and highly qualified staff quickly transformed themselves into Editors, Proofers, and Quality auditors and made sure that Medical Transcription Services of Sharp Info Solutions did not vanish just like that.

Most of our clients, some of whom are prestigious universities and hospitals in the US, UK and Australia have adapted quickly to the changes in technology, workforce demographics and medical systems. They have worked closely with us that allowed us to deliver more volumes with better quality within shorter turnaround times.

### **Review of Records**

Review of Records involves medical and non-medical abstraction. Our qualified reviewers have been very good at medical as well as non-medical abstraction. Medical documents are mostly prepared by doctors. However, Radiologists, Registered Nurses / Nursing practitioners, Physiotherapists and Laboratory Technicians also sometimes fill-in and sign the medical documents. Non-medical documents include legal, financial and administrative records. Most of these records pertain to occupational illnesses or injuries.

Sharp Info Solutions has highly experienced staff with very good knowledge of English and Medicine that is essential to comprehend and to summarize all types of medical and non-medical records. The highlight of our reviewers is that they do not miss any critical points that are contained in any medical record which includes diagnostic reports.

At present, we have clients from The United States and all the records are summarized as per the US federal laws and labor codes.

## **The Sharp Advantage**

### **Greater accountability**

Strict quality standards are applied to our associate performance reviews and compensation. “Quality” is something which comes to us automatically because we preach and breathe quality in whatever we do. We would claim utmost responsibility for all the work we do.

### **Proactive monitoring**

We conduct sample audits daily and hold weekly conferences to highlight potential problems and share best practices.

### **Continuous Education Program**

The Continuous Education Program consists of a series of weekly meetings, seminars and workshops to discuss latest developments, client specifications and feedback. These programs help us to refurbish the skills of the individuals in the team and to keep them brimming with confidence.

### **More**

- Reliable Technology Platform
- HIPAA / HITECH Compliant
- Well-Trained Workforce
- Robust Quality Control
- 24 x 7 x 365 Online Support
- Round the year training and development
- Transparent Billing Systems
- Latest applications and software
- Innovative HR Policies
- Easy Ramp-up
- Dedicated Management Team
- Customized operations and financial reports
- Your extended office

### **Web Sites**

For more information on The Sharp Group, please visit:

[www.sharpinfo.co.in](http://www.sharpinfo.co.in) [www.pointpumps.com](http://www.pointpumps.com) [www.anankidsacademy.com](http://www.anankidsacademy.com)

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