

Bringing ROI Back In-House? 5 Questions to Ask

1. Will additional staff need to be hired and trained to bring the function back in-house?
2. Who will keep up with compliance and regulatory mandates related to ROI to mitigate risk, ensure privacy and meet legal medical record mandates?
3. What are the annual costs to actually fulfill the request: paper, printing, postage, etc.?
4. Can the system fulfill and send requests electronically?
5. Who will manage the invoicing and collections for the ROI process? What will be the costs of collection?
6. Can all of these revenues and costs be segregated and measured to determine the actual return on investment?