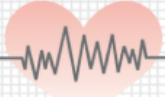


**AMR**

**ALL MEDICAL RESOURCES COMPANY**



**The BEST in Medical Business Process Outsourcing (BPO)**

Medical Transcription, Coding, Billing, Claims

**Delivering quality service  
anytime, all the time**

## Introduction

We are aware that US-based medical practitioners and healthcare organizations are mandated to handle medical information according to stringent standards in order to promote efficiency and data security. This requirement puts additional administrative and cost pressures to the already burdened healthcare industry. If this is not properly managed, it could lead to unwanted compliance issues, undue delays in fee reimbursement, and uncontrolled overhead cost.

It is therefore imperative that medical practitioners manage their non-core but nonetheless essential tasks associated with their medical practice in a cost-effective, consistent and coordinated manner. This will give them the focus, peace of mind and confidence to grow their practice, protect their business interests or achieve their organizational mission. Outsourcing, thus, has become a preferred avenue for addressing back-office issues in this age of specialization and digital connectivity.

# Delivering quality service anytime, all the time

## Why Outsource?

It is inconceivable in today's knowledge-based and technology-driven business and work environments to operate without resorting to some form of outsourcing. Indeed, outsourcing has become a core strategy in the effective management of our business and professional practice because of the benefits it offers among of which are:

### **It brings focus on core competencies resulting from relief in staffing and administrative burden.**

Transferring essential but non-strategic back - office works to business process specialists enables organizations and self-employed professionals to free up precious time which they can then devote to pursue mission-critical initiatives.

**It provides on-demand access to expertise.** Where in-house expertise on specific activities or work processes is either absent, lacking or not readily available, business process outsourcing firms have the appropriate skill sets to fill in the gap.

**It delivers cost-effective work process solutions.** Outsourcing to service providers domiciled in lower-cost emerging economies translates to significant cost savings in terms of labor, IT services and office-space. Moreover, BPO firms cater to a broad client base, thus operational and development costs are widely distributed resulting in economies of scale that ultimately redound to the benefit of the client.

**It promotes operational efficiency and excellence.** Core to the operations of outsourcing companies is employing leading-edge technologies and industry best practices in delivering quality business process solutions which enable organizations and professionals to streamline their back-office operations.





# About Us

## Mission and Vision

We see ourselves as a robust and highly dynamic one-stop-shop for medical BPO services, offering quality back-office solutions that are responsive to the evolving needs of the healthcare industry. Guided by the desire to create further value to our clients, we embrace technology and adhere to industry best practices as a way of enhancing our service delivery, cost efficiencies, communication effectiveness, & solution capability.



Our immediate mission is to alleviate medical practitioners of administrative burden to enable them do what they do best and to rationalize the cost of healthcare services.

## Who We Are

- All Medical Resources Company is a reputable and forward-thinking US company that provides allied healthcare services. We specialize in outsourced medical transcription, billing, coding, and claims processing services. We are affiliated with another progressive company based in California that supplies quality medical uniforms and accessories..
- Our company is uniquely positioned to provide you professional assistance in medical transcription, billing, coding and claims processing. Our directors and staff have significant experience and solid track record of our directors in the healthcare industry, leading global and local corporations, medical claims services, outsourced business process solutions, and allied health education.

- Our business activities are consistent with the finest traditions of some of the best organizations with which AMR's directors have been privileged to work.
- We constantly strive to build our reputation as a company that combines quality of service, integrity, innovation, knowledge, professionalism and flexibility in understanding your particular businesses, identifying and assessing your needs, and customizing the best work process solutions to each and every client's needs anytime, all the time. We make sure that our solutions remain abreast with technology and evolving business practices.

## IT Infrastructure

**AMR is well positioned to be at the forefront of technology.** We have formed alliances with reputable and forward-looking technology firms so that our solutions remain affordable, current, relevant and on-time and so that the confidentiality of healthcare information is best protected. This also ensures that confidential medical information is protected at all times. We view information technology as a driver of positive business change and we invest in it accordingly. We also regard the emergence of e-commerce and its enabling technologies as an immense opportunity to bring further value to our customers.

### Our IT System possesses these salient features:

- Secured file and applications servers in the US linked by a secured and dedicated leased line.
- 24-hour toll-free i-Digital dictation facility.
- Scalable and modular application programs.
- Resilient system featuring redundant equipment systems that are covered by a Business Continuity/Disaster Recovery Plan.
- Multi-tier firewall technology, anti-virus software, and similar data and systems protection measures compliant with applicable laws on privacy protection and good governance.



## Alliances and Associations

We believe in developing synergies with our peers to keep our operations abreast of developments in our industry. We also believe in forging sustainable alliances with our business partners so that our outsourced solutions remain competitive, relevant, and innovative. To date, we have formed partnerships and affiliations with the following organizations:

- Christina's Industries, Inc. / DBA Christina's Uniforms Company [www.christinasuniforms.com](http://www.christinasuniforms.com) / [www.madefine.com](http://www.madefine.com)
- International Direct Placement Services, Inc. (IDPSI)
- ADEPT Managed Outsourcing Solutions
- American Association of Medical Transcription (AAMT)
- American Health Information Management Association (AHIMA)
- American Medical Billing Association (AMBA)
- DHL and Aboitiz 2GO Express (Logistics)
- iVant Technologies
- TranscriptionGear
- MGS



## Quality Assurance

AMR is committed to delivering quality transcription, coding and billing services. We adopt multiple levels of quality measurement and introduce quality checks at different control points to ensure the accuracy, completeness and integrity of the healthcare information we are tasked to process. We perform routine audits to verify and maintain the validity of our work processes so that they remain consistent with industry best practices. We employ proven management tools and techniques and adhere to established procedures in our incessant quest to achieve continuous quality improvement in all levels of our operation. Currently, we employ the following tools and techniques:

- ISO-certifiable workflow processes and procedures
- Medical transcription workflow software that manages the various aspects of a medical transcription operation, from creation of dictation jobs, to processing of jobs and to the final delivery of transcribed documents
- Risk Management

## Compliance

We conduct our operations in compliance with US statutory requirements on healthcare information management.

We adhere to protocols necessary to achieve full compliance.

- Full compliance to HIPAA Privacy Rules



# Leadership Team

Industry professionals and technology - savvy entrepreneurs form the core of our leadership team. They have years of relevant experience and proven track record in healthcare, education, information technology, consulting, outsourcing, finance and general management. At the helm of AMR are the following people:

■ **Eduardo V. Bolos**, *President and CEO*. Ed has more than 30 years of experience in finance and general business management. He is the concurrent Chairman and CEO of Christina's Industries, Inc., a noted distributor of quality medical uniforms and accessories based in Bellflower, California, USA. Before venturing into business, he has held key financial positions in several large companies in the Philippines and the United States with interests in power distribution, automotive and medical staffing, among others. He holds a bachelor's degree in Business Administration and is a Certified Public Accountant.

■ **Abelardo Sanchez, CCS**, *Vice President and Director*. Mr. Sanchez is a Physician by profession. He has worked in a hospital in the Philippines for three (3) years, evaluating and diagnosing medical problems of patients and implementing the necessary medical treatment. He currently works as a Physician's Assistant at the Department of Justice at Terminal Island, California. He teaches Basic Life Support (BLS) and performs minor surgical procedures. He has undergone training in ICD-9-CM and CPT Medical Coding and is a Certified Coding Specialist (CCS).

■ **Geofrey Angeles, CCS**, *Vice President and Director*. Geofrey has been a practicing Family Physician for 29 years in the Philippines. He is formerly connected with a leading hospital in the Philippines as a Medical Examiner for the US Embassy in Manila. He has also served as Managing Director of a healthcare center and as Aviation Medical Officer at the Ninoy Aquino International Airport (NAIA). He has completed Medical Coding courses on ICD-9-CM, CPT and HCPC II at Tri-Country Allied Health School in Corona, California. He is a Certified Coding Specialist (CCS).

■ **Catherine Lisondra Krings, CCS**, *Vice President and Director*. Catherine brings with her 14 years of experience as a Family Medicine Specialist, with clinical, administrative, practical and academic background in palliative care in the Philip-

pines. Her special interests include health promotion and disease prevention, hospice care, counseling, and holistic care. The leadership roles she has assumed include pioneering work in the development and implementation of hospice/palliative care in government and non-government settings including training institutions in the Philippines. She pioneered in Hospice Home Care Service as Medical Consultant for Philippine General Hospital (PGH), and as Project Director for the Philippine Cancer Society. She also incorporated palliative care into the PGH Family Medicine Residency Training Program, and established the Palliative Care Post-residency Training Program, plus full Palliative Care Patient Services at the Philippine General Hospital.

■ **Ester T. Quito**, *Vice President and Director*. Ester has been in the medical profession for more than 15 years. A Board Certified and Fellow of the Philippine Obstetrics and Gynecological Society, she was appointed as one of the Active Consultant Staff of the Mary Johnston Hospital Department of Obstetrics and Gynecology and participated in the Residency Training Program. Her extensive clinical experience and skills provided her with broad knowledge in obstetrics and gynecology, as well as in-depth exposure to subspecialties. She has keen interest in gaining professional advancement, which has always been her aspiration. She obtained her ECFMG Certification in 2000 and had a Clinical Observership in the Department of Obstetrics and Gynecology at Coney Island Hospital in Brooklyn, New York in 2003. She also became a Teaching Instructor at Registered Nurse Learning Center in Woodland Hills California in 2004. Her more than 6 years of broad experience in medical billing instigated her to start her own medical billing services firm, which is currently providing billing services as well as quality assurance to Internal Medicine practices and Outpatient Physical Rehabilitation Facilities. Her clinical knowledge, experience and skills in the medical field coupled with her vast knowledge in medical billing make her an excellent member of our team.



■ **Gil P. Quito**, *Vice President and Director*. Gil is a businessman with more than 10 years experience in retail and wholesale markets including the import and export of merchandise in Guam, USA and the Philippines. He is an experienced Computer Administrator and has worked in various companies in California. He is the President and owner of MED-Q Medical Billing Services in California, which caters to medical clinics and outpatient physical therapy facilities for more than 4 years. His group sets up and manages medical offices ensuring smooth and efficient operation of all office functions.

■ **Constante D. Pablo**, *Controller and Chief Finance Officer*. Mr. Pablo has over thirty (30) years of experience in the field of Accounting and Finance, having worked with the Philippines' largest private electric utility until his retirement in 2002 as Assistant Vice President and Head of Accounting. He is currently the Chief Financial Officer (CFO) of Christina Industries, Inc., a noted distributor of medical uniforms and accessories based in Bellflower, California, USA. He is also employed as an Accountant in a Southern California real estate firm engaged in the management and operation of more than sixty (60) properties consisting of apartments, condominiums, townhouses and other residential developments. He is a Certified Public Accountant (CPA).

■ **Ron Altis**, *Vice President and Director*. Ron has been working for 30 years as a Sales Executive for various medical supplies companies including Duro-Med Industries, the biggest medical supply company in the US. He holds a B.S. degree in Business management and has also attended a Business Consulting seminar at Harvard University. He is also an ordained minister of a Christian church in California.

■ **Edilberto V. Bolos**, *Vice President and Director*. Bobby owns and manages several successful business operations in the field of healthcare education and logistics. He was the past president of the Association of Technical & Vocational Schools of Metro Manila North. Prior to becoming a full-time businessman, he spent 25 years in the engineering profes-

sion holding various senior technical and management positions. He has strong project management skills gained through years of construction and property management experience in the telecommunications and banking industry. As a property manager, he founded the Building Owners and Managers Association of the Philippines (BOMA), during which he represented the Philippines in BOMA Conventions in the USA on several occasions. He was sent also to several other countries for specialized technical and management training. He also holds the distinction of pioneering the design and construction of armored security vans for the Philippine banking industry.

■ **Ludwig C. Beltran**, *Vice President and Director*. Louie is a risk management consultant by profession. He used to head the Philippine risk consulting practice of a leading global insurance broker and risk services company, with regional and local responsibilities. His risk management background provides him with keen insight on work and process flow analysis, information management and security, insurance claims handling, business continuity planning, disaster recovery procedures and enterprise risk management. He is well versed in global workplace administration and practices, having worked for leading local and multinational companies in the Philippines and abroad in various technical and managerial capacities. He holds a bachelor's degree in Electrical Engineering.



## Why AMR?

- AMR has the expertise, resources, flexibility, resolve and endurance to provide cost-effective, timely and sound business process support that meet expectations on value, quality, timeliness and statutory compliance.
- We pursue our business and perform our work processes consistent with global and industry best practices.
- We adopt a web-enabled technology and a toll-free dictation facility that allow data to be delivered and accessed virtually anytime and anywhere.
- We strive to keep our solutions at the forefront of technology and evolving business practices.
- We maintain a resilient operating infrastructure that is supported by business continuity and disaster recovery plans.
- We adopt multi-tier firewall technology and employ anti-virus software and similar data and systems protection.
- We are a learning organization, which values the continuing development of our people.
- We are committed to forging sustainable alliances and providing a good fit between your needs and our services.



# Solutions

Quality, integrity, innovation, knowledge, professionalism and flexibility underscore every AMR outsourced solution. Owing to the solid experience, keen insight, and dynamism of its leadership team and business partners, AMR is well positioned to ensure that its solutions remain relevant and competitive by being at the forefront of technology and evolving business best practices.

## Medical Transcription

We offer competitive and tailor-fit outsourced transcription services either on full-time or seasonal basis or to eliminate back-logs. Our medical transcription service is available to multi-specialty physician's groups, hospitals, outpatient clinics, occupational medicine facilities, individual and group physician practices. We maintain a team of medical transcriptionists who undergoes periodic skills enhancement training as part of our personnel development program. We also refer to recognized industry standards such as the AAMT Book of Style for grammar, punctuation, style, usage, and editing.

Our team of editors, proof-readers and quality assurance officers provides multiple layers of quality control so that the end product is a virtually perfect document. A typical quality assurance officer is a practicing medical doctor who possesses a sound comprehension of medical terms and procedures.

- Full HIPAA Compliance.
- Guaranteed 99% document accuracy.
- Free use of i-digital voice recorder.
- Toll-free 24/7 access and i-dictation system maintenance.
- File and account management through our simple and secured web portal.
- No contracts. No minimums. No set up fees.
- 3-day unlimited Free Trial - a great way to test our service without any obligation.
- 12-hour/24-hour/48-hour turn around time (TAT) or STAT job.

## Medical Coding

AMR transforms descriptions of medical diagnoses and procedures into universal medical code numbers using the ICD 9-CM and CPT 4 as reference. These diagnosis and procedure codes are used for tracking diseases and for the proper financial reimbursement of physicians and hospitals.

AMR delivers comprehensive coding solutions to the healthcare industry. Our team of adept coders delivers fast and quality works on a 24/7 basis to ensure that you receive timely and correct compensation from health insurance companies and workers' compensation carriers.





## Medical Billing

Our team of capable medical billing professionals is geared towards providing you quality and cost-effective billing solutions using proven applications software from reputable developers. Our core billing personnel come from medical and BPO backgrounds and are trained to handle the billing requirements of doctors and hospitals in the United States using standard formats like the HCFA 1500. We can handle your billing requirements from our office in California using secured and dedicated leased lines. Supporting documents are digitized using highspeed scanners and uploaded to our FTP servers using the Serv-U file sharing and administration software. Raw healthcare data is downloaded and processed in our facility and the end product transmitted to you using similar protocol and infrastructure.

## Other Allied Services

We also provide the following outsourced back-office support services including:

- Medical Claims Processing and Adjudication.
- Accounting / check-cutting using the Peachtree software.
- Business Transcription

Other Value-added services:

Report generation

Utilization review

Fund management for self-insured program

## OUR CLIENTS:

- Complete Physician Resources.
- Multi - Specialty Groups
- Hospitals
- Outpatient Clinics
- Occupational Medicine Facilities
- Individual and Group Physician Practices



Delivering quality service anytime, all the time

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