



### Advancing Healthcare Business

EHNAC accreditation gives your prospects and customers full confidence in your privacy, security, performance, business practices and resources. With recognition from EHNAC, your organization raises awareness about the quality of its products and services as well as compliance with industry standards. In an increasingly competitive marketplace, EHNAC accreditation can build the trust that will advance your business.

## Outsourced Services Accreditation Program (OSAP)

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Outsourcing of various services has become a large and growing need for organizations that seek to create operational efficiencies and reduce costs. Therefore, many organizations are seeking to outsource infrastructure management services such as hardware, technical and call center 24/7 support, SLA-based and reliable services, and access to skilled pools of people with diverse expertise.

Based on the needs of organizations to supplement their infrastructure and provide the level of service with both cost-effective pricing and the quality that customers expect, many are turning to outsource organizations to meet their needs and objectives. In an effort to provide a comprehensive set of accreditation programs for the healthcare industry, EHNAC has developed the OSAP to provide outsource service organizations a third-party review of their services. With this designation, they can confidently demonstrate their ability to meet healthcare requirements while ensuring trust and confidence.

If an organization is currently EHNAC-accredited and utilizes an outsource vendor that has achieved EHNAC accreditation, then a separate site visit to that outsourcer will not be required.

Through OSAP, EHNAC site reviewers evaluate your organization's electronic exchange of transactions and messages across five main categories of criteria:

- Privacy and confidentiality
- Technical performance
- Business practices
- Physical, human and administrative resources
- Information security

## Outsourced Services Accreditation Program (OSAP)

Through a self-assessment and site review process, your organization will ensure compliance with HIPAA rules, accommodation of industry standards and proper use of NCPDP, ASC X12, HL7 and other relevant formats. You'll learn about methods and procedures that can improve your efficiency, elevate your service levels and position your organization for success. EHNAC criteria cover exchange of data, security, timeliness, accuracy, system availability, capacity monitoring, use of the Internet, data storage and retrieval, and much more.

OSAP accreditation will give your existing and prospective customers trust and confidence in your organization's ability to manage their data with integrity and effectiveness.

The Outsourced Services Accreditation Programs include:



Accreditation for backup media storage facilities



Accreditation for customer service/help desk operations



Accreditation for data center hosting facilities



Accreditation for disaster recovery facilities



Accreditation for health information exchange services



Accreditation for network and system administrators



Accreditation for printing operations



Accreditation for product development operations



Accreditation for scanning operations

For more information about OSAP, email [info@ehnac.org](mailto:info@ehnac.org) or visit our Web site: [www.ehnac.org](http://www.ehnac.org).