Standard Operating Procedure – Iron Mountain

Date: February 2022

Purpose

For when departments have documents (see definition) that are no longer required to be held on site and need to be retained as per the retention schedule.

Iron Mountain provides a secure, off-site storage as part of the main contract.

Scope

Documents that have been identified as to be retained by users, will file these into an Iron Mountain box whilst keeping an inventory of the contents, a description of contents, a unique box reference and the destruction date.

If a department or user does not have access to Iron Mountain's portal IMConnect (www.ironmountainconnect.com) a request should be sent to uclh.medicalrecordsMH@nhs.net, with details of the department name, budget code, the authorised user name with email address, address & telephone number for where the deliveries and collections will be used which will then enable Medical Records to create an account.

IMConnect

Authorised users will be able to order boxes, labels, arrange collection and deliveries of boxes using their IMConnect username and password.

Iron Mountain will send a Transmittal sheet (attached) for users to complete and labels to enable identification once stored.

It is not recommended that retrieve individual files from a box

Deliveries and collections are usually made within 48 hours, Monday – Friday (08.00-17.00hrs).

Costs

New intake per box £1.46

Cost for storage per box per month £0.15*

Cost for boxes £2.67*

Retrieval per box £0.67

Transport & Handling £0.31 per item

Delivery charge (Per delivery) £17.50

* Box size dependent

Invoicing

For IMConnect activity, Iron Mountain invoice monthly using the current generic Purchase Order issued and it will contain all of the departments with their associated costs. Corporate Finance will forward the charges to the relevant Finance Manager with the spreadsheet confirming the activity.

Destruction

It is the department/division responsibility to instruct Iron Mountain to destroy any boxes that have reached the required date.

There is a charge of £0.96 per box.

Definition of documents

Any document relating to a patient's health as defined below should not

A medical record includes a variety of types of "notes" entered over time by healthcare professionals, recording observations and administration of drugs and therapies, orders for the administration of drugs and therapies, test results, x-rays, reports, etc. The maintenance of complete and accurate medical records is a requirement of health care providers

Sample Transmittal Sheet order code RTS696

IRON MOUNTAIN®
The Leader in Records & Information Management

SafeKeeper PLUS

Write your unique customer ID here.

Write your customer name here.

The oldest date to the most recent date of the records contained in the box.

Write the name, date and contact telephone number of the person filling out the form. This information will not be entered onto SafekeeperPlus, but will be important for any follow up that may be required.

If you are set up as a Departmentalised / Divisional client you must complete this field. Failure to enter the correct code will result in ordering and billing problems.

Transmittal Sheet — IRON MOUNTAIN® RECORDS MANAGEMENT

CUSTOMER ID: EM999
COMPLETED BY, PLEASE PRINT: A N. OTHER
DATE: 01 01 01
TELEPHONE NUMBER: 0123 456 7890
EXTENSION:

CUSTOMER NAME: DUMMY CLIENT
Division ID* (up to 12 characters): BIRMINGHAM
Department ID (up to 12 characters): ACCOUNTS

Customer Box Number: 1 ACC0346
Record Code:
Date Range/FROM: 01/01/2000
Date Range/TO: 31/03/2000
Create Date: 04/04/2000
Event Date:
Destroy Date: 31/12/2006
Hold Code:

Barcode: *152186360*

Major Description: INVOICES BATCH 1-100
Alpha/Numeric Range - FROM: Alpha/Numeric Range - TO:

Minor Description: ALL CORRESPONDENCE
Reference #1:

Apply the small part of the two-part barcode here.

Only complete this field if you have an established internal; numbering system which needs to be maintained. Otherwise the barcode number will serve as the box number.

A brief description of the box contents. It is not necessary to enter information here that is recorded elsewhere on the "Transmittal sheet". Make sure the description is concise to identify records in the box.

The date that the material was created and/or the date the contents relate to if applicable.

The date the box should be reviewed for destruction. Leave blank if company uses Record Codes.

Any further descriptive information should be added to help identify the records contained in the box

The reports you will receive will be easy to read and use if you establish and consistently use codes and abbreviations.

IM/219/1 (4 Jul 2002)

Sample Label order code T-Label

CUSTOMER ID

W

PLUS BOX NUMBER

375212011

W

375212011