

Paper or Paperless! It's Your Choice!

ACHC recently celebrated the first anniversary of Customer Central; an innovative web site exclusively for ACHC customers. Customer Central was developed to enhance customer service by providing easy access to information needed throughout the accreditation process.

When a customer purchases an Accreditation Manual from ACHC, they are assigned a user name and password to the web site that gives them immediate access to ACHC standards, policies, Preliminary Evidence Report (PER) form and other information.

A major benefit of the website is the ability to download the PER. The PER is a document used for pre-survey review of an organization's policies and procedures. Once an organization has completed the PER, the information can easily be submitted to ACHC on a CD or USB device. Since most organizations have their policies and procedures in some type of electronic format, it is an easy process to copy the information to a CD or a USB device and simply mail to ACHC. No longer does an organization need to struggle with copying volumes of documents nor do they have the expense of mailing a large package. ACHC encourages organizations to submit the PER in this format, however we still accept paper PERs from organizations with less than 20 locations. Paper or paperless: it's your choice!