

# When did our day go off the rails? You'll have to find the record.

ALWAYS ON. ALWAYS THERE.



**Projects derail. Plans derail.** But when trains derail, lost profits and lost time play second fiddle to the loss of life and environmental hazards. And there can be trainloads of relevant documents to retrieve. You can retrieve your documents anywhere, anytime for any case anywhere in the United States.

In our legal system, lawsuits and trials are powered by evidence. Typically, that evidence is provided by records — often medical records. Medical and other critical records are

provided by U.S. Legal Support's Record Retrieval team.

U.S. Legal Support retrieves more records than almost anyone. Our team operates at a pace of roughly 400,000 requests per year. That works out to about one request every twenty seconds every single business day, fulfilled by an elite team working out of strategic hubs located throughout the country. Our size and multiple locations mean we can adjust our operations to meet client demand. None of our competitors can match us in this respect.



## Our people make the difference

Our team can't be matched. Successfully retrieving records requires a unique combination of professional expertise and hands-on relentlessness. Follow-up and efficiency are everything — it often requires 5 or 6 calls simply to effectuate the transfer of records, and getting them in-house is just the beginning.

## Quality control and meticulous review

Our team carefully reviews the records we receive — sometimes tens of thousands of pages of information. If the information isn't what was requested — say, the records are for the wrong patient, or the wrong timeframe — we'll resolve it. Following initial quality control, we then organize it — admissions records are together, bills are together, surgery records are together. When everything is absolutely in order, the records are then scanned, uploaded to our secure client portal, and the client is notified that their documents are ready.

## Expertise supported by technology

Our Record Retrieval team's capabilities are augmented by a special force multiplier: technology. Beginning with our client portal for digitized records, our industry-leading professional expertise is extended by a technical infrastructure that's second to none. This includes capabilities like a customized follow-up system for pursuing records, and a record retrieval expediting system that's integrated with our court reporting portal and is fully HIPAA-compliant and meets SOC 2 Type II security requirements. Our technology and security make the best even better.

## Focused on one goal

From our Order Entry to our Production to our Customer Service groups to our Tech Team and our commitment to professionalism, security and speed, in the end, the entire U.S. Legal Support team is myopically focused on just one goal — making sure our clients have the records they need, when they need them. Every. Single. Time.



[uslegalsupport.com](https://uslegalsupport.com)

**Fulfillment of more than 400,000 requests per year**

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**HIPAA compliant record retrieval process**

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**SOC 2 Type II certified policies, procedures and controls**

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**National subpoena services for civil and federal litigation**

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**Client Portal with 24/7 online access to order, status and records**