U.S. Legal Support

RAPID, SECURE MEDICAL RECORD RETRIEVAL FOR FASTER SERVICE AND CLAIMS RESOLUTION

U.S. Legal Support's medical record retrieval service makes it fast and easy to get the medical records you need for your case. As one of the largest record retrieval providers in the United States, we offer an unmatched, robust, digital infrastructure and one of the fastest servicing teams in the country.

> Nationwide service.

> Each request is fulfilled by an elite, experienced medical record retrieval team.

> Over 1,100,000 established provider relationships.

> Strategically placed retrieval hubs across the country.

> SOC 2 Type 2 and HIPAA compliant Client Portal for rapid, 24/7 access to record requests, status updates, and viewing of records (including X-rays!).

> Expediting teams in every time zone.

> Digital records can be delivered directly into your claims system for faster delivery and streamlined review by staff.

> Customized follow up system for record pursuit.

> Secure MedRec Portal enables custodians and facilities to transfer records to us electronically, eliminating shipping and processing times.

DID YOU KNOW?

Each U.S. Legal Support client receives dedicated service and support from our Record Retrieval Client Services Team. This personalized attention helps ensure timely, accurate, and complete service.

Whether you're a law firm or an insurance carrier, leave the hassle of the medical record retrieval process to our experts. From patient medical record summaries and treatment chronologies to health care provider reports, U.S. Legal Support offers full-service assistance – from retrieval to records management and organization.

SECURE CLIENT PORTAL

U.S. Legal Support's industry-leading professional expertise in medical record retrieval is extended by a technical infrastructure that is second to none.

- ✓ **Accessible 24/7, our Client Portal is both SOC 2 Type 2 and HIPAA compliant.**

- ✓ **Secure ordering, delivery, review, and download of records from the U.S. Legal Support Repository.**

- ✓ **Download records as many times as needed at no additional cost.**

- ✓ **The records dashboard provides secure communication between your team and ours, featuring detailed status updates of all orders, including those needing attention.**

- ✓ **Digital documents are fully searchable and text can easily be extracted.**

- ✓ **Save time by using our batch upload feature to upload multiple record orders at once.**

Within the Client Portal, you can view and download requested X-ray records – no separate retrieval process or extra hassle to gain access to these kinds of records!

RECORDS ANALYSIS AND ORGANIZATION

Along with the expedited retrieval of records, if you need additional summaries, records analysis, or record organization, we can provide these services upon request:

- **Patient Demographics Review:** Verification of the patient's name and DOB on each page.

- **Medical Summaries:** Summary of medical chart by physician or nurse.

- **Medical Billing Summaries:** Summary of billing pertaining to the case, including out-of-pocket patient expenses, insurance payments, write-off amounts, and more.

- **Deposition Transcript Summaries:** Summary of deposition transcripts in narrative format.

- Chronological organization of records.

- Custom summaries available upon request.

- Indexing and hyperlinking solutions for enhanced ease of review.

- We can identify additional provider information within retrieved medical records to help you assess if records should be ordered from those providers.

Record retrieval is an important part of any litigation, but it is a complex, time-consuming process. By partnering with U.S. Legal Support, your organization **can access efficient, secure** medical record retrieval services and enjoy faster service and claims resolution.