

RECORD RETRIEVAL

U.S. Legal Support retrieves an unprecedented number of records annually.

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- Over **27 million** pages of records retrieved each year
 - **400,000** records requests annually
One record request every twenty seconds!
 - Each request fulfilled by an elite, experienced record retrieval team
 - Centralized expediting teams in each time zone

To become one of the largest record retrieval providers in the United States, we've built an unmatched, robust, digital infrastructure and services team that spans the entire country:

- Over 1,100,000 established provider relationships
- Strategically placed retrieval hubs across the country
- Customized follow up system for record pursuit
- SOC 2 Type 2 and HIPAA compliant Client Portal for 24/7 access to record requests, status updates and viewing of records (including X-rays)
- HIPAA compliant retrieval process
- Dedicated customer service reps assigned, providing our clients with a single point of contact for their record needs
- Fully transparent process with notifications provided to the ordering party throughout the process
- National subpoena services for civil and federal litigation





WHY CHOOSE US

Record retrieval is an important part of any litigation, but it is a complex, time-consuming process because less than 40% of records can be retrieved electronically. The entire U.S. Legal Support Record Retrieval team is myopically focused on just one goal — making sure our clients have the records they need, when they need them.



METICULOUS QUALITY CONTROL AND REVIEW

Our team carefully reviews each page of 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. When everything is absolutely in order, the records are then scanned, uploaded to our secure client portal, and the client is notified their documents are ready.



TECHNOLOGY-ENABLED EXPERTISE

Our retrieval team's capabilities are augmented by a special force multiplier: technology. U.S. Legal Support's industry-leading professional expertise in record retrieval is extended by a technical infrastructure that's second to none.

It all begins with our Client Portal. Accessible 24/7, our Client Portal is both SOC 2 Type 2 and HIPAA compliant, enabling clients to place record orders, manage outstanding orders and view retrieved records. You can even view and download requested X-ray records within the Portal for expedited delivery.