



## Web-based Medical Record Retrieval Smooths the Way in Large Mass Tort Cases

### CLIENT PROFILE

- ▶ Montgomery, Alabama
- ▶ 40 Attorneys
- ▶ Personal injury, environmental, business litigation, toxic torts, product liability, consumer fraud, mass torts
- ▶ Well known for work in all practice areas, particularly pharmaceutical mass torts
- ▶ 10,000 - 15,000 records per year

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– Linda Reynolds  
Beasley Allen Law  
Section Head Administrator

*Faced with ever-increasing demand and cost for obtaining medical records in support of large mass tort cases, Beasley, Allen, Crow, Methvin, Portis & Miles, P.C. began a search to replace its own internal record retrieval process, which was being stretched beyond its limit.*

*In the end, MediConnect's web-based solution, RapidRetrieve™, provided the speed, simplicity, and cost-effectiveness the firm demanded. Today Beasley Allen handles thousands of requests per month all through one simple, powerful web interface at a much lower cost than an expanded internal solution could deliver.*

### The Problem

The nature of the firm's work requires obtaining a limited set of medical records at the initiation of a case to determine merit and fit. Statute of limitations deadlines require fast turnaround of records requests.

Cases that move forward require a large number of detailed records from numerous sources to complete trial preparation. Initially, Beasley Allen handled all records requests internally. This presented a number of challenges for the firm, including:

- The sheer volume of requests was daunting. Each record required an initial contact with the provider (after tracking down appropriate contact information), and frequently a number of follow-up calls.
- Payment logistics became burdensome, as checks had to be cut for individual invoices to each provider before records would be released.
- Tracking was difficult. When attorneys needed to know the status of a records request, the information was rarely available in one place and a separate call had to be made to the providers.
- Turnaround time suffered as many records languished in the request cycle.

Because timely access to detailed medical records plays such an important role in each case, Beasley Allen investigated different ways of improving the system, including building up in-house capabilities.

“After studying many of the problems we were facing, and after researching the options we had available to us, our solution was to outsource the medical record retrieval process to MediConnect,” said Linda Reynolds, Section Head Administrator. “Our firm has realized significant time and cost savings with the outsourced MediConnect solution.”

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### The MediConnect Solution

An extensive search for alternate medical record retrieval solutions culminated with the selection of MediConnect's online system. “With MediConnect, we could outsource the entire records retrieval function to highly-skilled, highly-efficient experts,” said Reynolds.

The MediConnect solution revolves around RapidRetrieve, a powerful web-based solution providing access to all of MediConnect's sophisticated tools, resources, and capabilities. From any computer with an internet connection, Beasley Allen's staff can:

- Manage all aspects of medical record retrieval quickly and easily
- Initiate new requests
- Track the status of pending or past requests
- Download completed records
- Order additional services such as customized Bates/page stamping
- Request medical record sorting, indexing, and medical record reports and summaries

Additionally, the MediConnect solution provided a flexible, effective interface to Beasley Allen's internal case management system. RapidRetrieve's import capability allows information to move directly into the case management system and enables the client to initiate new medical record requests directly in RapidRetrieve.

### The Outcome

By utilizing MediConnect's solution, Beasley Allen has realized:

- Significant time and cost savings
- Improved turnaround times
- Higher productivity at lower staffing levels

“Not only did we avoid hiring more people, we were able to move several employees who had been involved in requesting and tracking records to more productive assignments,” said Reynolds. “MediConnect has been able to address and overcome each challenge we were facing in a way that has exceeded our expectations.”

Especially popular is RapidRetrieve's ability to provide instant status information on every request. Previously, a status request by an attorney resulted in a flurry of calls to the provider and frustration on both ends. Today, one click in RapidRetrieve shows exact status and a detailed log of all conversations and interactions with each provider.

“MediConnect has been a great decision on every count,” says Reynolds. “It's not just great technology; it's backed up by a highly responsive, competent team that is flexible and proactive in addressing our particular needs.”