

CLAIMS | LITIGATION | REGULATORY



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ABOUT

At [redacted], we recognize that it is absolutely essential for our clients to translate the mountain of medical information surrounding a claim into a concise and objective story relaying only the most relevant facts. [redacted] medical analysis is an efficient and cost-effective way to discover the factual story in the records, so you have the focus you need to identify an appropriate defense strategy.

Working exclusively for the defense in long term and acute care claims and litigation, we help you resolve cases sooner by:

- Delivering the **medical insight** you need to efficiently assess risk in your claims and litigation, determine merit, and identify strategy
- Transforming hundreds or thousands of pages of medical records into **concise, user friendly, and portable information** and reports that inform your defense
- Providing tools that **accelerate** the early preparation phase of your cases, **streamline** how your team works, and offer a **strategic advantage** in the defense of your cases

Combining our easy-to-use technology with the vast expertise of our staff, we give you the insight and customized information you need to achieve your goals.



WHO WE ARE:

- Registered Nurses, Nurse Attorneys, and Medical Legal Analysts
- Registered Health Information Administrators and Health Information Specialists
- Quality Review Specialists
- Dedicated Client Liaisons
- Information Technology Specialists

To learn more about the qualifications of our staff, visit [\[redacted\]](#) and click on [\[redacted\]](#).

ABOUT

Our software application was developed to increase the efficiency of our medical analysis and the efficiency of your case preparation.

When we receive your records, organizes and indexes documents by record type. provides access to your well-organized medical records, which you can then view and sort by record type, care provider, or facility. Your records are available any time, from any location with Internet access, in whatever order you need them—all at the click of a mouse.

Because is a web-based application, you and your team can access and view records and reports simultaneously, from multiple locations—ideal for collaborating with remote staff, or for reference during interviews, depositions or trials.

is also your portal to access your reports—and here's where really makes an impact. Every piece of medical information in your reports is cross-referenced with the medical record. Click on the hyperlinked Bates numbers in the report to immediately see the page of the medical record where the information is contained. No more shuffling through paper records to find the original documentation. Now that's efficiency!

Don't like working online? You can receive your materials and the application on CD or other portable media for local viewing!



FEATURES & BENEFITS:

- Intuitive, user-friendly interface with clear layout, straightforward tools and point-and-click functionality—as easy to navigate as an ordinary website
- 24/7 secure, HIPAA-compliant access to your medical records and reports from any location with Internet access
- Increases efficiency, saves cost, and reduces risk associated with paper records

PERFECT FOR:

- Streamlining how you work, accelerating early case preparation, and building incredible efficiency
- Reducing your reliance on paper records

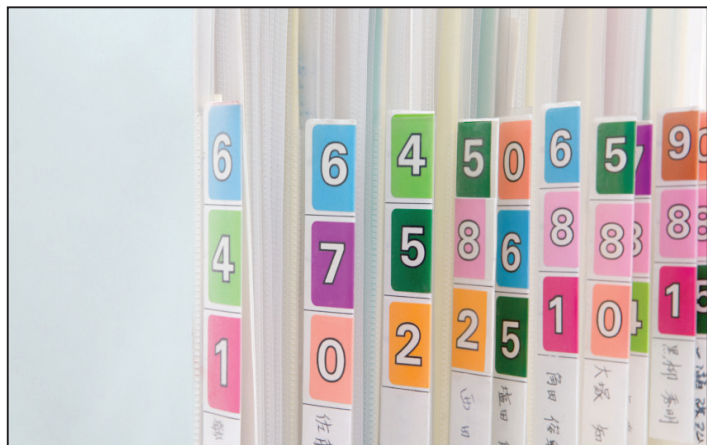
MEDICAL RECORD ORGANIZATION

Our team of credentialed health information specialists will organize your medical records chronologically, by episode and care setting. The goal is to provide a clear, ordered health history for each resident or patient to enable the development of a highly efficient and effective defense strategy.

During organization, a “wrong-patient” check is conducted to verify that each page of the record belongs to the patient or resident—an additional HIPAA safeguard to avoid accidental release of protected health information. Our statistics show that, on average, more than 1/3 of records have at least one page of “stranger” records. Organizing and verifying records early in the process identifies these occurrences and allows prompt action to remove or redact the incorrect records and preempt further issues.

After being organized, a health information specialist assesses the record’s completeness and identifies any large gaps in documentation (*e.g.*, missing record types or date ranges). If gaps exist, you are notified so appropriate action can be taken and a complete record can be assembled for review, without delay.

Once records are organized, they are electronically Bates labeled and uploaded to our online document viewing system. Having the entire medical record available on our secure site provides 24/7 access for early preparation and planning. Records may be sorted by facility, document type, or record type to help streamline case review and preparation.



FEATURES & BENEFITS:

- Records are organized in standardized, chronological order for consistency from case to case
- Early identification of missing records and “stranger” records ensures a complete, clean record from the start
- Indexed by facility, episode, document type for easy sorting
- All records available at the click of a mouse, and easily uploaded to your case management system

PERFECT FOR:

- Early review and case preparation

CASE SUMMARY

Comprehensive in analysis yet concise in delivery, a case summary provides a clear, objective overview of the entire medical record.

This report outlines the key points within the medical history, encompassing all internal and external care providers and care settings. The report provides a roster of key healthcare providers, alerts you to any missing details that appear critical to the case, and provides an objective assessment of whether standards of care were met.

Case summary reports are an efficient way to see an entire case and all its supporting documentation. For your convenience, every piece of medical information is cross-referenced with the medical record. Click on the hyperlinked Bates numbers in the report to immediately see the page of the medical record where the information is contained.



FEATURES & BENEFITS:

- Clear, objective overview of the entire medical record, including all providers and outside facilities, gathered in one location for your convenience
- Highlights key providers and events, identifies any critical missing entries, and provides a clear conclusion for efficient review
- Hyperlinked Bates numbers provide instant access to the pages of the record where information was documented

PERFECT FOR:

- Early risk assessment
- Gathering documentation for client reporting

MEDICAL CHRONOLOGY

When the best way to understand a case is to see the events as they happened, medical chronologies are the answer. Medical chronologies are detailed timelines of events that focus on the specific allegations, or highlight potential areas of liability. The chronology organizes all relevant events documented in the medical record by date and in a format that is easy to read or is easily skimmed.

_____ can also provide topic chronologies that focus on a specific area of concern. Our focused chronologies cover all topics common to long term care settings, such as skin integrity, nutrition, and safety. We can also create custom chronologies to meet your case's specific circumstances.

Our medical chronologies provide efficiencies that are unmatched by others. Like all other _____ reports, every piece of medical information is cross-referenced with the medical record. Click on the hyperlinked Bates numbers in the report to immediately see the page of the medical record where the information is contained.

Because our chronologies are database-driven documents, rather than typewritten documents, they are easily sorted by topic, provider, or facility type, and they are easily appended if new information emerges as discovery progresses.



FEATURES & BENEFITS:

- Detailed timeline of events presents the most critical information in an easy-to-read format
- Customizable—general or focused on a specific issue—to provide the most relevant information for your case
- Hyperlinked Bates numbers provide instant access to the pages of the record where information was documented

PERFECT FOR:

- Showing the sequence of events
- Supporting the defense's arguments or refuting allegations

PROVIDER OF CARE REPORT

Provider of Care reports are one of the most unique and cost-saving tools. So simple, yet so powerful, Provider of Care reports provide an in-depth look at the caregivers who were most involved with the patient.

The report provides a list of all documenting caregivers, cross-referenced with their entries in the medical record. Click on the hyperlinked Bates numbers in the report to immediately see the page of the medical record where the information is contained.

Provider of Care reports are customizable: We can adapt the report to your needs, focusing on specific time periods, types of content, amount of information included, or facility.

From within the report, you can easily identify, select and print important documents or pages from the medical record. For added functionality, this report can be opened in Microsoft Excel, where it can be sorted alphabetically, by date, or by any criteria that is relevant to your case.



FEATURES & BENEFITS:

- Clear, complete listing of all documenting personnel and caregivers brings efficiency to early case preparation
- Hyperlinked Bates numbers eliminate multiple reviews and mark-ups of the record to locate caregiver entries

PERFECT FOR:

- Identifying potential witnesses
- Preparing for interviews, depositions

CARE CALENDAR

The Care Calendar provides a powerful visualization of all medical and nursing interactions with a patient/resident in an easy-to-read format. All instances of patient contact are categorized and quantified for each day and displayed in a simple, visual summary on the calendar.

The Care Calendar, like all other products, is fully customizable to suit the needs of your case. While all patient contact is categorized and quantified, the calendar will display the timeframe(s) and categories most crucial to your case. Users can easily see a complete, detailed breakdown of each day's care, including hyperlinks to the page of the medical record where the care was documented.

The Care Calendar can be used to illustrate overall care, providing counts of general service categories such as diagnostics, administration of medications, ADLs, physician visits, patient refusals, or many other kinds of care. A generalized Care Calendar can be used to show *all* interactions with the patient/resident over a specified time period.

We can also create calendars that focus on a specific issue that is critical to your case. For example, we can examine care specific only to pain management, highlighting areas like pain assessments, physician orders related to pain, administration of pain medication, and care planning. Other issue-specific calendars that can be created include safety, nutrition/hydration, diabetic care, coagulation monitoring, infection, wounds, and aspiration. We can generate a visual calendar of care surrounding most topics common to long term and acute care.



FEATURES & BENEFITS:

- All instances of patient contact from across the entire record are quantified and displayed in a single location for easy reference and maximum impact
- Customizable to suit your case—see a powerful visualization of general care or focus on specific, relevant issues as your case dictates
- Detailed breakdowns of all daily care at the click of a mouse, combined with hyperlinked Bates numbers, provide an incredibly efficient way to demonstrate the care given

PERFECT FOR:

- Family meetings, mediations, or trial exhibits

OTHER SERVICES

EARLY CASE ASSESSMENT

Perhaps you've received notification of a claim, but were not informed of specific allegations. Or perhaps you received a request for medical records from a plaintiff firm or a governmental agency, without any further information. Our medical legal analysts can provide an early and high level assessment of areas of potential liability or risk, so you can begin to understand the issues involved in your cases as early as possible.

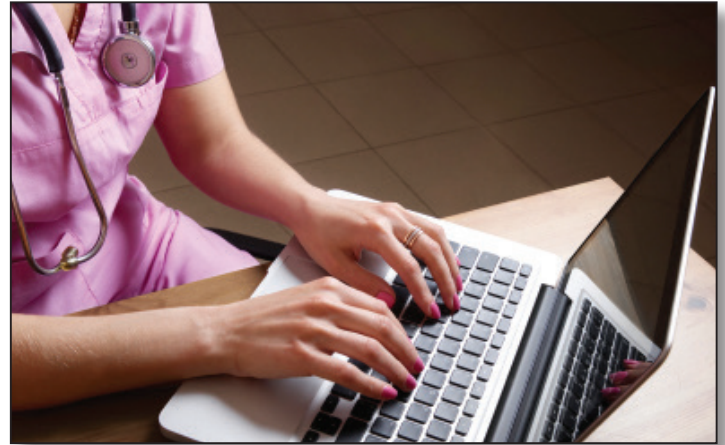
REGULATORY SERVICES

We are working to support the regulatory audit and survey process with a variety of services geared toward ensuring an expedient and complete response to the challenges at hand. We provide record release services, data abstraction to expedite expert reviews, summary reports for the defense team, and assistance with internal audits.

PROJECT STRATEGY CONSULTING

Your success lies in a focused defense based on a comprehensive and detailed review of the patient record. But knowing what to focus on, or even where to begin, isn't always easy. We help you identify areas of potential liability, focus your defense, and support your legal team with efficiencies of time, cost, and information. We start by listening to your needs, understanding your case, and identifying the most appropriate services and reports to defend your cases effectively.

With our specialization in long term and acute care, our national client base, and our experience analyzing thousands of records each year, we are expertly equipped to help you meet any



challenge. Think of us as your planning partner, working with you to find the best solutions to the challenges you face.

SPECIAL SERVICES

From cases involving a single record to projects involving hundreds of patient records, no job is outside our capabilities or scope of services. We've been in this business for a while, and we've done it all...with exceptional results for our clients. If you have a challenge, we have a solution, even if you don't see it listed here. If it has to do with medical records and review, we can help. Call us today to learn how our services are a match for your special project.

