



HEALTH DATA TO PROTECT
AND IMPROVE LIVES

HOW EMSI REDUCES CASE BACKLOG

ELIMINATING MEDICAL RECORD BOTTLENECKS

CLIENT PROFILE

Our client is one of Arizona's largest consumer law firms. For over 25 years, attorneys have been representing clients in the areas of personal injury and auto accidents. With over 100,000 clients represented and more than \$700 million collected, the firm is dedicated to helping their clients obtain the compensation they deserve.

BUSINESS CHALLENGES

Our client gets results. With over 500 cases in progress at any one time, the need for medical records was high, but also caused a bottleneck. Medical records typically took about 30 days to retrieve. Five paralegals managed in-house record retrieval and managing follow-ups along with their regular workloads. Frustration was high, and expenses from pending cases were waiting to be collected. How could the firm speed record retrieval, eliminate bottlenecks and continue to grow without adding more staff?

Challenges Met

- Cleared pending case bottleneck and reduced backlog by 64%
- Deferred hiring more staff by freeing up over 150 hours of paralegal time each month
- Managed record requests easily without requiring an upgrade to existing case management system

SOLUTION

About 70% of the firm's medical record requests were outsourced to EMSI, while internal staff handled requests to smaller, local facilities. Over time, EMSI became the perfect partner for retrieving records from health systems and hospitals. EMSI's data was a big advantage. EMSI's proprietary database contains access information for over 800,000 providers and facilities across the United States and over 40,000 special authorization requirements. EMSI's team of specialists has tailored follow-up processes matched to the requirements of each facility and copy service.

Our client also needed to manage record requests and improve operations without disrupting their case management process or converting to a new system. One of the firm's priorities was avoiding system upgrades, new software and retraining staff. EMSI's LegalFacts platform was the ideal solution. LegalFacts is a web-based platform that's simple enough for anyone in the firm to order records or check the status of an order.

The custom solution EMSI developed freed paralegals to work on more pressing legal matters, and the firm avoided adding additional staff. With EMSI's help, the firm was able to reduce its pending cases from over 500 to 180 – a 64% reduction.

ABOUT EMSI

EMSI accesses about two million medical records annually for law firms, insurance carriers and life sciences researchers. EMSI's U.S.-based teams retrieve records quickly, using a proprietary database of authorization requirements for over 800,000 medical facilities. EMSI's digital workflow is integrated with legal case management systems and delivers medical records into the correct client files. EMSI's invoicing is designed to help you transform overhead costs into a billable expense.

EMSI is also the national leader in mobile phlebotomy, delivering convenient, in-home monitoring of clinical trial participants, life insurance paramedical exams, and drug & alcohol specimen collection for airlines, railroads and sports leagues. In addition, EMSI conducts telehealth interviews to compile health histories and enroll participants in clinical studies.