

YOUR EYE ON THE WORLD



INVESTIGATIVE SOLUTIONS GROUP, UNLIMITED

ISGU

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KNOWLEDGE EQUALS POWER

ISGU -
INVESTIGATIVE SOLUTIONS GROUP, UNLIMITED

MEDICAL RECORDS

RECORDS, RETRIEVAL AND WHAT'S IN
BETWEEN

HOSPITAL TRACE REPORTS

INVESTIGATIVE REPORTS AS A DISCOVERY TOOL

MEDICAL RECORDS RETRIEVAL TERMS AND METHODS

Records Retrieval Methods

Admissible: A subpoena is issued and served with a deposition on written questions to prove up the records as business records in accordance with state law that has jurisdiction. No additional charge for prepared affidavit.

Inadmissible: A subpoena is issued, but the deposition on written questions does not fulfill the self authentication requirements set forth by state code. A separate business records affidavit is also obtained.

By authorization, with an Affidavit: We deliver a letter to the custodian of records with an authorization to release them and an affidavit to prove them up.

Public records, certified copies: Admissibility is based on each state Code of Civil Procedures. Certified Copies of Public Records.

- Process Service: (Limited area)
- Service of Citations
- Subpoenas (to appear in court or at a deposition)
- Citations/TRO's/Injunctions
- Prepare Notice of Intent to Opposing Counsel
- Prepare Waiver of Notice
- Prepare Deposition on Written Questions to be asked of Custodians

Upon receipt of documents, affidavits questions, and records are arranged in date order, date stamped, copies made and then bound. Ordering attorney will receive one original and one copy of each set of records.

INVESTIGATIVE REPORTS AS A DISCOVERY TOOL

Claims that involve bodily injury, medical malpractice, workers compensation or wrongful death come with their own special problems. Is this a true and accurate claim? Has the subject been accurate in reporting their medical history? Was there a pre-existing condition? Have there been subsequent injuries **AFTER** the claim was filed? Does the subject or their attorney, complete, accurate and truthful, supplies the information? Harsh questions, but ones you probably ask yourself about each and every case that crosses your desk.

ISGU, utilizing a staff compiled of paralegals, licensed adjusters and previous medical staff personnel offers an affordable, and effective identifying report locating medical treatment both prior to and after the alleged injury date. This information uncovers the dates of treatment, and identifies the type of treatment under **Inpatient, Outpatient or Emergency Room treatment.**

In addition, our report averages 15 hospitals per subject, listing each hospital contacted, with identifying address and phone number.

The report also includes the information found during the background confirmation. This search verifies the subject's name, any aliases, additional SSNs, DOB's and prior addresses, giving you two reports for the price of one. Turn around time is generally less than three business days, but we ask that you allow the full three days allowing for a thorough and complete search.

Once you know where to find the records, ISGU can also retrieve these files for you using a signed authorization form the subject, or if a case has already been filed then a notary subpoena can be served in order to retrieve records.

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Hospital Trace Reports

A cost-effective method of identifying pre-existing or aggravated injuries on those claims where concealed injury fraud is expected. Hospital Trace Reports uncovers prior medical treatment and provides the name of the hospital, address, dates of treatment and the type of treatment - Outpatient, Inpatient, or Emergency Room. It also offers the following advantages:

Trace reports returns from sixteen to twenty two hospitals in our search for treatment whereas our competition only returns eight to ten hospitals. Not only does the search includes hospitals in the area of the claimant's current residence but also includes hospitals located in the area of the claimant's prior residency. Simply changing doctors or moving from one state or city to another won't defeat the search process.

Included with a list of hospitals searched is a cover report that verifies the claimant's information supplied by the client and also gives additional information developed during the investigation such as AKA's, SSN's, DOB's and prior addresses. This ensures the information in your file is as accurate as possible.

How do you know you have ALL the records?

Hospital Trace Reports are a cost effective way to be sure.

Has this ever happened to you?

- Subject was unable or unwilling to provide previous medical treatment history.
- Subject appeared to be cooperative but suffered "memory" lapses.
- Subject was unprepared, did not have medical history at hand, and never provided the information.
- You have reason to believe that subject has suffered NEW injuries but is not forthcoming with this information.
- You've handled a claim or litigation for months, only to receive "confidential" information that the subject has additional names, SS# or DOB.

How do you cover all the bases?

Use a hospital trace report to verify:

- Where the subject was treated, when and the type of injury.
- The subject's name, DOB and SS#.

- Geographical areas the subject has resided in the past seven years. (There may be more than one reason why the subject moved). Use a reputable and accurate records company to retrieve ALL the records.

EXPLANATION OF SERVICES

Admissible: A subpoena is issued and served with a deposition on written questions to prove up the records as medical/business records in accordance with state law that has jurisdiction. No additional charge for prepared affidavit.

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Upon receipt of documents, affidavits questions, and records are arranged in date order, date stamped, copies made and then bound. Ordering attorney will receive one original and one copy of each set of records. Additional copies are available upon request and can be delivered as instructed.

The certificate of fees will be filed with the appropriate court. The paralegal assigned to the case is available for court appearances if needed.

Information is only valuable information if it is presented properly, in order and following rules of civil procedure. Improperly presented and incomplete information is worse than no information at all. Premier Records will strive to

obtain complete, accurate and precise documentation in a timely manner that will be an asset to you and your client.

ADDITIONAL SERVICES

Services

- Hospital Trace Reports
- Medical Record Retrieval
- Research and verification of records
- Notice of Intention to Take Deposition by Written Questions
- Subpoena Duces Tecum
- Business Records Affidavits
- Notary Public Services
- Necessary Court Filings
- Chronological placement, date stamping and indexing of records

GENERAL INFORMATION

MEDICAL RECORDS FAQ

Q: What does it cost?

A: Flat Rate: includes, Notices, Preparation of Questions, Waiver and Affidavits.

Out Of Pocket Fees: amount that provider charges for records, plus a 20% charge on all fees paid up front.

Copy Fee: charge is \$1.00 per page.

Courier Fee: amount varies depending on area of Metroplex

Q: How quickly can I get records?

A:
■ By Subpoena -- at least 20 days for medical/billing/business records at least 24 days for banking records.

- By Authorization -- as soon as possible, depending upon how cooperative the provider is

Q: Can we get mental health records?

A: Yes, but only with an authorization or by court order. Even at this some doctors/facilities/therapist will only release "raw data" to another physician involved in the case.

Q: Do you file records with Court?

A: No. The only documents filed with the court are the Notice and the Certificate of Fees. Not all courts take Notice filings--Collin/Denton County are the only ones in the Metroplex area that do--Dallas and Tarrant do not.

Q: How are the records assembled?

A: Records are in date order, starting with earliest date to the last, however this process can be customized to each client's specifications.

Q: How many copies do I get?

A: 1 original and 1 copy.

Data Enclosed: Cover page, Notice, Questions, Certificate of Fees, Affidavit, and Records.

Hospital Trace Reports FAQ

Q: How quickly can I get information?

A: Usually in about 3 to 4 days

Q: How many hospitals do you contact?

A: Depending on the area about 18-20 Large metro areas such as Dallas/Houston/New York/LA--a reasonable sampling of hospital are contacted. Rural area usually about a 60 to 90 mile radius

Q: Are any clinics contacted?

A: Yes, in the Dallas/Fort Worth Area--K-Clinic is always checked. Others are checked upon request in specific areas. Reports can be customized to a certain degree based on the clients needs.

Q: Do you always get positive result?

A: No. This is a general request, not all facilities will respond without an authorization or subpoena.

Q: What happens if facility will not give out information without authorization?

A: Client is notified in report and if authorization is provided to us we will contact the facilities that need an authorization to obtain information and a follow up report will be sent to you

Please Note: This process takes longer. Also some facilities require a written request and a "research fee" up front.

Q: Are local facilities the only facilities contacted?

A: No, the main search focus is based on most recent address. Searches are also conducted on a limited basis in the areas of previous addresses.

AUTHORIZATION FOR RELEASE OF INFORMATION

I, the undersigned, hereby authorize this medical provider to release to _____ of _____ (city), _____(state) or any of their agents and/or representatives, the following information from my medical/billing records to wit:

Please forward copies of all medical and billing records, including charts, diagnosis, observations, test results, dates of services and any other data in your possession regarding care and/or treatment received by me. There are no limitations placed on dates, history of illness or diagnostic and therapeutic information, including any treatment of alcohol/drug abuse, HIV-AIDS, or behavioral medicine/psychological treatment.

The above information is released to the above entity for discovery purposes. This authorization is valid from the date below until the expiration of 180 days or by written revoke of consent.

A photostatic copy of this authorization shall be considered as effective and valid as the original.

Witness my signature this _____ day of _____, 2002.

NAME: _____ DOB: _____

SSN: _____

Signature