

# Customer Success

Lopez, Hodes, Restaino, Milman & Skikos

## Highly Successful Contingency Firm Finds Relief and Cost Savings in Web-Based Medical Records Solution

*Lopez, Hodes, Restaino, Milman & Skikos faced a serious bottle-neck in their evaluation of potential contingency-based medical cases. The client's medical record was the key piece of information in that decision; yet turnaround time for obtaining records was often months. Additionally, the sheer volume of paper requests was becoming un-manageable.*

*MediConnect's RapidRetrieve web-based solution solved the problem with dramatically reduced turnaround time, instant status tracking, and digitized records delivery while freeing up staff for more productive tasks.*

### The Problem

Lopez, Hodes, Restaino, Milman & Skikos is a highly successful plaintiff-side contingency law firm specializing in medical-related cases. All cases are accepted on a contingency basis so the firm must quickly assess the merit of each potential case moving forward and the medical record is the starting point.

With only one-third of potential cases ultimately accepted, obtaining medical records quickly is crucial to minimize time spent on evaluating non-profitable cases. The firm's paper-based system was a costly bottleneck:

- Each potential case required contacting a local medical records retrieval company and initiating a paper request.
- Often, these local companies had very limited contacts for the necessary providers, adding more time to the process.
- Status tracking for pending requests was non-existent. Numerous phone calls had to be made followed by hours or even days of waiting for an answer.

"In the old days, all requests were on paper, and we had to make many, many phone calls – with all the phone tag – to find out where they were," said Marilyn B Wass, Paralegal for Lopez, Hodes, Restaino, Milman & Skikos. "Turnaround time on requests took from several weeks to more than two months."

With five offices throughout the country, keeping track of paper records and getting them to the right place at the right time became problematic. Additionally, with thousands of requests each year, the internal resources of the firm were strained in keeping ahead of the workload.

### The MediConnect Solution

MediConnect provided RapidRetrieve™, a powerful web-based solution to provide access to all of its sophisticated tools, resources, and capabilities. From any Internet-connected computer, the firm's staff can quickly and easily manage all aspects of medical records retrieval:

- Initiating new requests.
- Tracking pending or past request status.
- Downloading completed records.

LOPEZ, HODES, RESTAINO\*, MILMAN & SKIKOS  
A LAW CORPORATION

- Newport Beach, CA
- 29 Attorneys
- 5 Locations
- Pharmaceutical product liability, plaintiff medical malpractice, employment, personal injury
- Contingency firm with highly successful track record in large medical-related cases
- 5,000 - 10,000 records per year

“I’ve been a paralegal for 30 years. I’ve used a number of different companies for this type of work over the years, and MediConnect is definitely at the top of my list.”

- Marilyn B. Wass

Paralegal  
Lopez, Hodes, Restaino, Milman & Skikos

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[www.mediconnect.net](http://www.mediconnect.net)

- Selecting additional services such as customized Bates/page stamping, chronological and categorical indexing, record summary options, and detailed cost tracking with the capability to create different account numbers for different clients and cases.

MediConnect's national reach was also important to the firm. "Rather than trying to deal with a patchwork of local companies across the country, we could go to one central source with excellent reach and relationships with any provider we needed to deal with," said Wass. "It took a lot of the burden off of our staff." MediConnect's database of over 600,000 physicians and hospitals, combined with a skilled and experienced staff ensure that initial records requests will be quickly and accurately made.

"I'm an absolute believer in the outsourced model," said Wass. "MediConnect has proven that it is much more economical to have the outside experts provide the service utilizing the latest technology than to try and do it ourselves."

## The Outcome

The initial, limited implementation of MediConnect was so successful that it was expanded firm-wide and now forms a key part of the overall case workflow. With RapidRetrieve available on any Internet-connected computer, the record retrieval process provided the firm with invaluable solutions:

- Turnaround time to receive final digitized records has dropped dramatically, changing from a major bottleneck to a streamlined, predictable process.
- The digitized, searchable format of the downloaded records proved essential, especially with the volume of records handled by the firm.
- Online, itemized invoicing system has been a major contributor to the efficiency of the system.
- Personnel once dedicated to record retrieval are now free to work on more productive tasks.
- MediConnect's service and responsiveness has been a major source of satisfaction for the firm.

"MediConnect gives us total visibility into the request status at all times," said Wass. "Today if an attorney asks about status of a particular request, we just go online and have an answer in a few seconds. Before MediConnect, that would have taken numerous phone calls over hours or days. With all the records in digital format, we can easily store, find, forward and secure all of our records. If we need a hard copy, it's a simple matter of just printing it out. This is especially helpful in dealing with our offices around the country. Anytime a record is needed by an attorney in another office, we simply send it electronically and they have it immediately."

According to Wass, "They have been very, very responsive to us. Whenever we've needed something, they've always addressed it quickly and extremely well. I've been a paralegal for 30 years. I've used a number of different companies for this type of work over the years, and MediConnect is definitely at the top of my list."

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