

➔ The Customer

The customer is a midsize attorney services firm specializing in the collecting, scanning, storing and serving of applicant records. After experiencing significant growth the customer wanted to offer value-added services to its clients with a quick turnaround time to further solidify its market position.

➔ The Problem

The law firm handles a variety of applicant information that includes personnel claims and medical records. Recently the volume of records they maintain for each client has increased enormously. This created a series of unique database challenges such as:

- 1 Storing and retrieving of applicant records and data.
- 2 Retrieving applicant records pertaining to a specific defendant.
- 3 Retrieving applicant records pertaining to a specific injury or claim.
- 4 Organizing and categorizing entire records for every applicant.
- 5 Keeping specific applicant data separate and unified.
- 6 Increasing client services while maintaining costs.
- 7 Providing the value-added service of reviewing and summarizing medical records at an affordable cost.

With these challenges in mind, the firm approached PreludeSys for a permanent enhanced solution. PreludeSys' took the opportunity to utilize their domain experience to deliver a solution that worked.

➔ PreludeSys Approach

First, it was necessary to understand the existing system. PreludeSys domain experts stepped in and determined the following:

- Record types (Personnel, Claim or Medical)
- Handling, filing and storage of physical applicant records
- Data entry to create an applicant's electronic record
- Storage and retrieval Requirements

Next, it was important to understand the variety of records involved in the data process. Medical records may range from a medical examiner's initial diagnosis, surgical reports, radiology records, Nurse's notes, physical therapy sessions, Psychiatric sessions, ECG print-outs or consultations with specialists. Each record was unique and accuracy in the data collection process was paramount. An additional challenge was that many of the records were hand-written and required deciphering by qualified personnel.

The Personnel and Claims Records data ranges from appointments, inductions, policies, rules and regulations, leave of absence, disciplinary actions, mail communication, industrial injury claims, eye-witness reports, workers compensation claims, responses from insurance companies, and more. Though these records were more often typed and legible, each employer, insurance carrier, and legal entity had their own method for presenting information.

Upon determining the required information, PreludeSys transferred the entire project to an offshore team which involved a collective

Industry - Medical / Legal Services

Solution - Data Management

group of software programmers and medical professionals.

➔ The Solutions

The team adopted a highly-structured transition methodology that included planning, program management, agent training, technology implementation and quality system oversight. To do this, PreludeSys approached the challenges in two categories:

- Creating a team to review and summarize the Medical Records
- Creating a methodology for sorting, storing and retrieving a variety of records.

A team of medical professionals read each medical record and created a "Review of Records" which accurately recreates the applicant's medical history from Emergency Room admission through discharge. Each record would include an applicant's complete medical file in a format specific to the needs of the software team.

Being aware that the size and efficiency of the data storage was integral to the customer's needs, the software team developed a customized program in XML that facilitates the data entry of various records, allowing standard documents and records to be sub-categorized.

Standard sub-categories might include:

Copy Service Paper Work

Reports

Doctor Notes

Radiology / Diagnostics

Nursing

Laboratory

General / Med

General / Admin

The program combined the multiple categorizations and sub-categorizations of the entered applicant records, allowing PreludeSys to streamline data access and analysis. The program now allows records related to any specific person, event or provider to be accessed instantly.