

# MEDICAL RECORD PROCUREMENT SERVICE

## SPECIALIZED LITIGATION SUPPORT SERVICES FOR HEALTHCARE

Pendulum's Medical Record Procurement Service provides professional resources to locate medical records and other related documents needed to effectively defend a claim such as administrative, financial, and personnel records. With Pendulum's 20 years of experience inside long term care facilities, our team knows the places to look—and what to lookout for—to enhance defensibility. Pendulum also provides medical record procurement to organizations outside the senior living arena with the same precision and accuracy.

The Pendulum team, led by a seasoned healthcare consultant, will search records to find documents pertinent to the case. Knowing the focus of the claim, the team will zero in on any related documents. If desired, the client can provide a list of specific items that need to be found in addition to those listed below.

During the process, the Pendulum team will find, identify, and organize:

- Medical records
- Billing records
- Quality assurance documents
- Incident reports
- Personnel files
- State surveys
- Plans of correction
- Care plan meeting documentation
- Trust fund transactions
- Remittance advices
- Physician orders
- Progress notes
- Emails
- Correspondence
- Performance appraisals
- Proof of insurance for vendors

Documents the team would procure include stored files, closed files, open records, and information on prior employees. From experience, the team will know where to look to find these items—both the usual and unusual places facilities may store records.

For the legal team's convenience, the consultant organizes the uploaded scanned documents prior to providing them to the team. This allows attorneys valuable time to focus on defending the claim instead of document procurement and organization.

If you need assistance with locating and organizing documents in order to defend a claim, contact Pendulum regarding the Medical Record Procurement Service. Email us at [Info@PendulumRisk.com](mailto:Info@PendulumRisk.com) or call (888) 815-8250. The Pendulum team has had many successful engagements leading to positive litigation outcomes and would be pleased to provide you private references.