CASE STUDY
PARALEGAL SERVICES

**Client**
Client is a Georgia based law firm dealing with personal injury cases.

**Client Requirement**
- Motor vehicle accident case
- Perform medical summarization and analyzing medical reports of the plaintiff
- Approx. 2k pages of medical records to be delivered within 10 working days

**Challenges**
- Besides medical summary of the records, analyze and prepare a brief summary of the case where most of the records received were not related to MVA injuries
- Missing records
- Provide physician's opinion of what the wreck did to the patient and its prognosis

**IDS Solution**
- Client was very particular about the physician who was to work on this case
- We shared physician's resume with the Client and offered him a discussion with the physician. Client gave the go ahead after reviewing the resume
- Case allocated to the physician and paramedics who were experienced in scanning and analyzing all type of medical reports
- Each record/visit indexed in chronological order for summarization
- Physician analyzed each injury like neck and shoulder pain, headache, knee pain besides the treatments and prescription
- Prepared a brief summary and synthesis on each injury due to MVA and its prognosis

**Deliverables:** Summarization of Medical Records, Medical Record Analysis (Summary & Synthesis), Physician's opinion on each injury and its prognosis

**Client Feedback**
"I was talking about your services with a good friend of mine. He is interested in your services including medical records summarization and deposition summarization and wants to start working with you ASAP."

**Business Results**
- Savings of 45% to the client
- Client was really impressed by the Physician's opinion
- Cost benefit – Client was given a project based pricing beforehand
- Gained Client confidence as IDS shared Physician resume' and got Client approval before starting the project
- A referenceable client for IDS