

Manthan Legal – PI/Med Mal Case Study - 3

MEDICAL RECORDS RETRIEVAL AND SUMMARY

ISSUE AT THE LAW FIRM

- Law firm realized that the process of retrieving medical records and summarizing them was the slowest step in the organization. An average case took about 12 weeks to have the complete medical records and this was clearly reducing the efficiency of the firm.

MANTHAN SOLUTION

- Built a dedicated team of 7 paralegals to be responsible for the complete activity of retrieving and summarizing medical records. The team retrieves medical records from various medical hospitals and chronologically summarizes the same. Starting with about 12,000 pages, the team now obtains and summarizes nearly 22,000 pages of medical records each month.
- Manthan combines Voice and non-Voice paralegals to deliver solutions for Medical Records processing.

BENEFITS

- The entire process of medical records management is now managed by Manthan thereby sparing the time of in-house paralegals to process more case workload. The better productivity brought down case cycle time by 5 weeks.
- While the offshore cost is USD 15,000 per month, the firm has been able to add 0.7 million more revenues in a single year since initiation.

Manthan combined Medical Records retrieval and Medical records chronologically summarizing services.