

Introduction

With the country's current economic decline, many businesses, large and small, are searching for ways to reduce expenses. Cutting costs is a grave concern for businesses of all sizes and operating budgets are shrinking. One solution that is effective for cutting costs is outsourcing records storage and retrieval.

We understand that the word outsourcing has recently acquired negative connotations. Many people associate this word with international outsourcing: moving jobs, records, and customer service outside of the United States. When the outsourced product contains sensitive information, the concern about outsourcing is magnified. Here, there is no need to worry. Your records are stored locally and customer service is handled in-house. Outsourcing, in this case, is still a local affair.

How Does Outsourced Record Retrieval Work?

Outsourcing records retrieval has existed in different forms for many years. The first companies were working mainly in paper forms, but with the technological advances over the last few years, this has changed significantly. Now documents can be stored and retrieved more quickly through an online system. With today's technology, the entire process of outsourced records retrieval can be completed, from order to delivery, over the internet with full HIPAA compliance. Because of this new technology, outsourcing records retrieval is relatively easy to start with very little cost.

To begin, you need to simply go to the company website and enter basic information about the case, the records needed, location and time frame in which the records are needed.

Our company then works to retrieve all the documents requested and presents you with the records. As part of our service, we check each request for fulfillment accuracy and have the skill and knowledge to alert you if there is an additional record that may be necessary for your specific situation. For final record delivery, there are options in formatting and retrieval that include scanning, tabbing, and presentation styles.

Once all of your records are received, compiled, and ready to present, they are uploaded onto a secure website where you, or any authorized third party, can then access the records you have requested. Other options are available, including mailing, faxing, or receiving the documents on compact disc or other electronic storage device.

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Benefits of Outsourcing

There are many benefits to outsourcing your record retrieval.

Three main benefits to outsourcing are:

Cost Reduction • **Superior Outcomes** • **Accelerated Retrieval**

Cost Reduction

There are many ways in which outsourcing records collection can reduce business costs. Perhaps you have never analyzed the cost of in-house record retrieval. Many businesses use multiple staff members to complete this process, making it difficult to properly analyze the effective use of capital.

For instance, the typical process involves staff members preparing and sending all legal documents and faxes for the records they need to obtain; gathering and mailing/faxing/submitted the requests to each specific record holder; waiting for the documents to arrive; reviewing, organizing, and verifying all documents received; then presenting these files (printing and scanning the records) for future use. Each request may take (on average) 2 hours. If the average wage for this staff member is set at \$30 per hour, the entire process for one complete records request will cost approximately \$60. That cost is significantly higher than the rate for the same records retrieval request through our company. The savings here are very evident. Plus, now your staff members will be able to devote those hours to more value-added functions of their positions.

Another way outsourcing records retrieval can save you money is through the custodial audit function we provide. Most states have laws in place that regulate the fees associated with records release. Our knowledge of the fees associated with records release includes the standard copy fees and service charges. We will be able to assess if the record holders are properly charging the fees as allowed by law. Many companies do not complete significant audits of these fees on in-house record requests. This simple check may save you additional money.

Superior Outcomes

One way outsourcing records retrieval can have a significantly better outcome is by providing you with our knowledge and expertise in compiling your records for litigation, if necessary. We have years of experience in handling cases and understand that there are records that plaintiffs/defendants may overlook when requesting records. Our company analyzes your record retrieval requests for completeness. We look at your request and then determine if any other records would be useful in your particular situation. This often helps our clients by adding information and reducing the need to make additional records retrieval requests in the future.

Another way we can make your business run more smoothly is by organizing and summarizing the records that we retrieve before we present them to you. When retrieving records in-house, the documents may arrive out of order or incomplete. This requires additional time and money to be spent organizing and analyzing the records received. At The Records Company, we do the organizing and summarizing for you. This can make your requested records easier to manage and you can more easily pull the necessary information from the files. We offer continuous number stamping on each page of the records set so that you can quickly direct attention to each document. A summary of information can be attached to allow you to quickly discover what is presented in each file. PDF tabbing with hyperlinks can also be added by document type, allowing you to easily click on each item by type. With this simplified organization style, the documents are easier to assess and the data is presented in a more accessible way.

Accelerated Retrieval and Service

On average, records retrieval companies can get records faster than companies that perform this task in-house. When records retrieval is performed in-house, the staff members often are not only tasked with this records retrieval work. In-house employees divide their time between many tasks. Our company can get your records faster because our main focus is records retrieval. Our effort, attention, time, and innovation is focused on retrieving records in the most efficient and effective manner.

The Records Company employees also check and update the status of the records requests online so that you can easily check the status of your request at any time from your secure internet connection. This saves you time and lets you see exactly how quickly the process is occurring with each specific case.

Process service is also available to serve subpoenas. We have the knowledge of state and local laws and can serve your legal documents in a timely manner without your personal involvement, thus reducing your time spent on handling and preparing for litigation.

What We Offer

- **An Integrated Solution:** The Records Company provides not just records retrieval. We offer process services for subpoenas, create affidavits, provide translation services and private investigative services, and serve your legal documents to all relevant parties as well.
- **Online System:** The Records Company allows you to complete all phases of your order, from requesting records to final delivery of your completed request, securely online from any internet-connected computer.
- **Discovery Solutions:** The Records Company has the tools, techniques and resources to help you find undisclosed information that may be relevant to your request.

**the Records
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