COPY QUEST
LEGAL SERVICES, INC

PO Box 4886 Covina, CA 91723. Ph. 877-930-1391 Fax 877-930-1395
www.copyquestinc.com dgalluppi@copyquestinc.com

COPY QUEST LEGAL SERVICES, INC.

COST REDUCTION AND RECORDS REQUEST GUIDELINE

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COST REDUCTION

RECORDS REQUEST GUIDELINE

The following are recommended procedures to assist you in obtaining records from medical doctors, hospitals, clinics and other entities.

Order Records

On-line: www.copyquestinc.com
Phone: 877-930-1391
FAX: 877-930-1395
Email: orders@copyquestinc.com
Mail: PO Box 4886, Covina, CA 91723

On-line Features Include

- Placing an order, check real-time status and download records from anywhere at any time.
- Confirmation of receipt of order sent via email
- Records are accessible on-line for 5 years after completion. Unlimited downloads.
- Download most current HIPAA compliant authorizations; download specific Veteran's Administration Hospital Authorizations, Kaiser Foundation Hospital and Southern California Permanente Medical Group authorizations, etc.
- Access links to useful legal sites.

Record Formats

- Online Download
- Email with Secured Link
- CD Rom / DVD Rom
- FTP Upload to Client's FTP Server
- Generate Custom Loadfile for Client's System
- Paper Copy
- PDF, TIFF, JPG or other format

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RECORDS REQUEST:

Orders may be requested via telephone, facsimile, U.S. Mail or electronically through our website at ***copyquestinc.com.***

Please PRINT Applicant's name and "AKA", if available.

Regarding re-orders of previously obtained records, only prior invoice /reference number, Applicant's name and location of records to be obtained are necessary. Also, please provide any information not previously provided such as a WCAB case file number.

If there is a specific date, i.e., decision date, discovery date, hearing or medical exam, when records are needed, please provide.

Also, please specify date(s) of treatment you are seeking, if any, some custodians may purposely withhold records such as personal injury and/or industrial.

RESEARCH:

Copy Quest maintains a broad database consisting of medical doctors, public facilities, medical groups, hospitals and business entities. Our online system allows members to access this database.

Copy Quest utilizes a nationwide cross reference directory enabling us to locate thousands of listings for physicians, chiropractors, schools, businesses, medical facilities, clinics and other facilities with only a telephone number, address, name, or even an approximate area, in most cases. This is a valuable tool if only limited information is available, and provides a means for locating a business entity or physician in order to obtain records.

Medical Directories, Hospital Guides, Chiropractic Directories, State Board of Medical Licensing and several other sources are utilized when there is difficulty in locating physicians or medical facilities.

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ISSUANCE OF SUBPOENA DUCES TECUM:

In accordance with Labor Code section 4055.2, we are required to notice a copy of the Subpoena Duces Tecum to all parties of record (opposing counsel, or the claimant if in pro per).

AUTHORIZATIONS:

Authorizations should be HIPAA (Health Information Portability and Accountability Act) compliant.

Authorizations should specify the exact facility or entity from which records are being requested.

Authorizations should be dated within the time allowed.

SUBPOENA DUCES TECUM/CERTIFICATE AFFIDAVIT:

The Subpoena for medical and employment records calls for "any and all records, unless otherwise instructed by the requesting party". We also obtain a Certificate/Affidavit, which is signed by the custodian of record and states they have complied with the Subpoena and that, under penalty of perjury, the records provided are all records in their possession. If you are seeking specific dates of treatment, or employment, please advise us so we may request that information from the custodian of record.

WITNESS FEES:

When a Subpoena is served to a facility, the custodian of record can request a witness fee pursuant to Evidence Code 1563. When an authorization is presented to the facility, the custodian of record can request a witness fee pursuant to Evidence Code, 1158. This witness fee, based on code, is $15.00.

If the custodian of records provides copies of their records, they may charge $24.00 per hour and .10 per page, pursuant to Evidence Code 1563.

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If a Personal Subpoena is served to a witness to appear at a hearing, they are entitled to a witness fee of $35.00, plus mileage each way per Chapter 1, Title 8, Govt. Code. Witness fee and mileage constitute valid service.

For an appearance of a law enforcement officer, a bond must be posted in the amount of $275.00, per Govt. Code 68097.2 (b)

When requesting a Personal Subpoena be served, please notify our office if you desire witness fee and mileage be paid to the witness. Witness fee and mileage constitute valid service.

CERTIFICATION OF NO RECORDS (CNR):

Prior to providing your office with the Certificate of No Records, the original order is reviewed to assure that all information provided to the facility is accurate.

The custodian of record signs all Certificates of No Record.

To limit the frequency of Certificates of No Records, please provide the following information whenever possible:

Please provide the full name of the treating physician, along with the address where treatment was rendered. Many physicians are on staff at various facilities and those facilities may maintain separate files.

Please provide the full name of facility, as accurate as possible.

Date(s) of treatment, if available. Many locations file by date of treatment, or date of injury, specifically industrial clinics and hospital emergency rooms.

Date(s) of employment date of termination, occupation, and address of employer. (Employment records)

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INSURANCE FILES:

It is necessary to include the name of the insured, date of loss, type of claim and claim number. Index reports generally contain most of this information. This information is especially useful when requesting an automobile claim file. If the Applicant is not the insured of the requested carrier, the requested carrier has no means of identifying the Applicant.

Most carriers will not accept a Subpoena or Authorization unless this information is provided. Some insurance carriers will not release a claim file by signed authorization. Also, some carriers will not accept a Subpoena Duces Tecum without an assigned WCAB case number; however they may accept it with a copy of the Application for Adjudication of Claim.

RADIOLOGICAL REQUESTS:

Most locations will not release the original films and may charge from $10.00 to $30.00 per film for reproduction.

Copy Quest has the capability to have films duplicated, if the location will release films on a temporary loan basis.

In order to eliminate unnecessary expense, it would be helpful to specify the type of radiological film you are seeking (MRI, CT scan, and x-rays), dates of tests and body parts which pertain to your injury.

PSYCHIATRIC RECORDS:

Required authorizations must specify the release of confidential records, pursuant to the Lanterman Petris Short Act and Welfare Institution Code 5328. Many facilities are now requiring the authorization to also include the release of HIV and AIDS related treatment.

Many facilities require their own specific authorizations, many of which we have on file.

These authorizations should always be signed and dated originals, unless otherwise noted.

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We will attempt to obtain records with the authorization provided; however the law prohibits Copy Quest from altering the authorization in any way.

VETERANS ADMINISTRATION REQUEST:

The Veterans Administration requires their specific form to be fully executed, including the name and address of the party requesting records, as well as the name and address of the copying agent. The V.A. updates its forms periodically. We can provide the most current acceptable forms upon request.

The authorization must carry an original signature and must be dated within one year. A separate original authorization is required for each Veterans facility requested.

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New Kaiser Record Retrieval Requirements

-- Kaiser requires specific dates to release paper records

-- Without specific dates they will only release electronic records

-- Electronic records only go back 5 to 7 years

As you may be aware, Kaiser/PMG in Northern California and Kaiser Hospital and SCPMG in Southern California have both scanned (electronic) and paper patient records. Kaiser in Southern California has five years of electronic records and Kaiser in Northern California has seven years of electronic records. Any patient records older than five or seven years are on paper.

The Kaiser Legal Department believes that most of those who request records don't really want "any and all" records but would be satisfied with electronic records only from the last five or seven years. Therefore, they will only release electronic patient records when the terminology on the request is "first to last", "any and all", "birth to present" or any other terms other than a definite first date, i.e. July 6, 1978, and a definite last date, i.e. April 10, 2011, on the record request.

If you want all the records going back further than 5 to 7 years, to include both electronic and paper from Kaiser/PMG, Kaiser Hospital or SCPMG, please give us the exact beginning and ending dates of the records you need.

You can, for example, ask for all records from the date of birth, remember we need the birth date, to the date when the records are to be produced. Or we can use any other dates you specify. You can also use the "Limited" section on our Request Forms to indicate the record dates you want, for example "the last 10 years