



SERVICE INFORMATION PACK

Medical
Record
Collation &
Analysis
Service

Est.
16 +
years

Personal
Injury

Medical
Negligence

Contested
Probate
&
Family Law

@ support@dmrcollation.co.uk

www.dmr-collation.co.uk

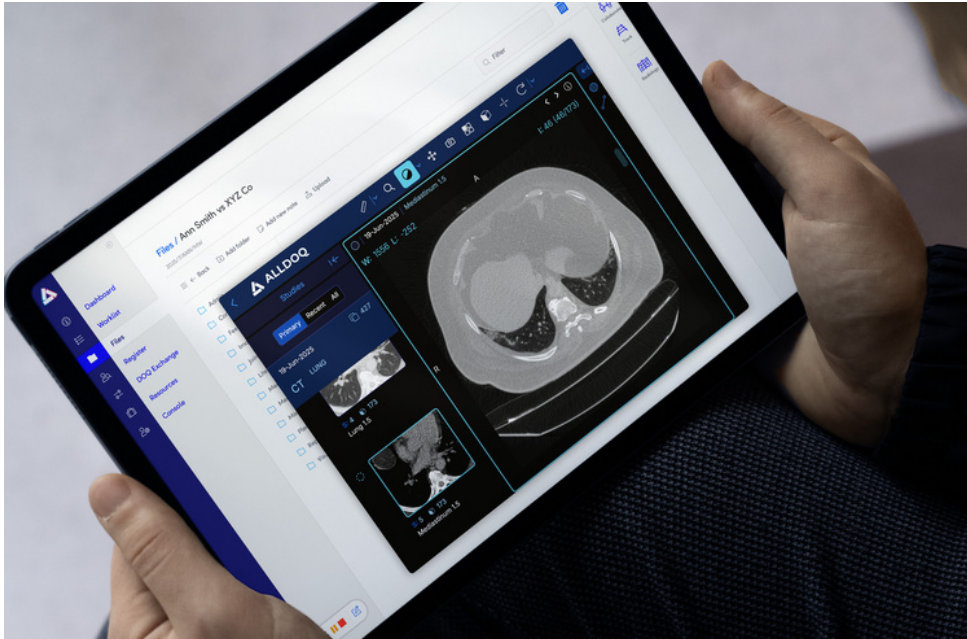
01752 891936

DMR Collation Ltd, Unit 10-12 The Watermark Business Centre,
Erme Court, Leonards Road, Ivybridge, Devon, PL21 0SZ



INTRODUCTION

This Information Pack is designed to provide you with all the essential details you need to know about our services and how we can support your needs. Inside, you'll find comprehensive information about our services, fees, contact details, and our commitment to excellence.



DMR Collation: Your Trusted Legal Support Partner

DMR Collation offers a professional, dependable, and cost-effective legal support service for law firms and other legal teams. We specialise in the collation and analysis of medical and other applicable records to help our clients have a clear understanding of the timeline of events in a case and ready their case for medicolegal/expert reporting. Our experience spans various areas including personal injury, clinical negligence, historic abuse, contested probate and family law proceedings.

We utilise a collaborative approach, combining the expertise of trained medical analysts, lawyers, and administrative staff to provide our clients with an exceptional standard of service.

Since 2010 our team has consistently evolved, achieving notable accreditations such as ISO 27001, ISO 9001, Cyber Essentials, and PAGE (Pagination Accredited Group of Experts). These accomplishments assure you of our professionalism and commitment to data security.

CLIENT TESTIMONIALS

Maxwell Hodge Solicitors



We would recommend DMRC for pagination services. The service is excellent and provides value to the service we provide to our clients. The work is high quality and accurate. We also find DMRC very easy to deal with and they provide great communication!

Sintons Law

DMR provide a first rate service. The quality of their work is excellent as is their response time, customer service and pricing!



Irwin Mitchell LLP



DMR is truly a 21st century business that has an innovative spin on the collation of medical records and documentation, particularly with regards to the production of searchable Digital Booklets. These booklets make review of voluminous records electronically easy and promote more sustainable and agile systems of working.

WBW Solicitors

We have instructed DMR Collation for a number of years. They are without question the best business concerned with collating, indexing, paginating and scanning of medical records, I have worked with.



SERVICES AVAILABLE

1 Collation & Pagination

We offer in-Person Collation: chronological ordering, indexing, digital scanning/formatting and electronic bates pagination of medical and other associated records to include compressed file size and OCR searchability. Our bates numbering system incorporates a method whereby updating records can easily be inserted into bundles without having to create separate additional sections. This service includes removal of blank, duplicate or different patient records to ensure the collated bundle remains compact.

2 Analysis Work

We recognise that every case demands different levels of analysis. To cater to this, we provide two distinct options for our analysis services. Select between a full chronology or our summary memo services based on the specifics of your case:

Chronology: This option entails a comprehensive review and analysis of the available records. We create a detailed timeline of events presented in chronological order, highlighting all pertinent findings and documentation. This service offers an in-depth analysis before expert instruction, aiding our clients to ensure the case is ready for medicolegal reporting.

Summary Memorandum Service: This service involves an initial review of the records to establish a core timeline of events, a list of injuries, and an assessment of any missing records. It serves as a valuable tool for clients by clearly outlining the background of the claim, ensuring that all relevant medical records are secured before expert instructions, and identifying any preliminary issues that may require further investigation. Generally, our summary memo service requires half the analysis time compared to full chronology preparation.

3 Schedule of Radiology

Depending on the specific circumstances of your case, it may be necessary to prepare a Schedule of Radiology to document all imaging obtained. Our Schedules of Radiology take it a step further by cross-referencing pertinent case radiology with the imaging and radiology reports received. This results in a detailed schedule that clearly indicates whether any essential radiology imaging or reports are missing.

4 Radiology & Record Hosting

We have partnered with ALLDOQ, an easy-to-use workspace which allows us to securely store, and readily access collated medical records, radiology imaging and chronologies for seamless collaboration with our clients, medicolegal experts, counsel and other parties. ALLDOQ has a sophisticated built in PACS viewer for storing/viewing radiology imaging and is completely secure and GDPR compliant with data being held on servers housed in UK-based, ultra-secure data centres.

5 Digital Booklet Service

Our Digital Booklet (DB) is an easy way to share and view the final bundle of collated medical records. The DB is a pdf amalgamation of the prepared medical records index and records with the additional option to also include any prepared Chronologies and Schedules of Radiology. Our DBs are customised with bookmarks to direct a reader's attention and make navigation even easier.

In addition to this, we have also created hyperlinks from all the page references which appear in the Index, Chronology or Schedules, so that a viewer can click on a page reference to be immediately transported to the correct records page within the consolidated booklet. The Digital Booklet enables our clients to access the correct records page easily at the click of a button and saves them and their medical experts considerable time and resource locating the correct page.

Being digital the records are easy to access, navigate and securely share. In addition to this the booklet is easy and cost-effective to distribute and is fully searchable having been run through OCR readable software.

6 Redaction of Records

We understand that certain records may contain sensitive third-party information that requires removal before disclosure. We offer redaction services which can be fully customised to meet your specific needs, ensuring that all privileged data is properly handled.

7 Additional Services

We take pride in our work and always strive to meet our clients' needs. If you require services beyond our current offerings, we are happy to consider your request, provided that it falls within our area of expertise. If you have any other requests, please do not hesitate to get in touch with us for a quote.

For example, we are experienced at preparing:

- Joint Chronologies (where instructions are received from all parties).
- Core Bundles (condensed bundle containing only the relevant records).
- Bespoke Chronologies (where analysis for specific non conventional issues is conducted).

OUR MANAGEMENT TEAM



CAROLINE PACKER

**MANAGING
DIRECTOR**

✉ caroline@dmrcollation.co.uk

Caroline, our founder, is a qualified CILEx Lawyer and ACAL & APIL Expert with over 20 years experience of Personal Injury and Clinical Negligence law. Her responsibilities include the legal quality control of all finalised chronologies and summaries.



ADAM FISHER

**OFFICE
MANAGER**

✉ adam@dmrcollation.co.uk

Adam is responsible for the smooth running of all our office operations including ensuring our ISO Accreditations are kept up to date. He is often the first person you will speak to when you call our offices direct.



KATHRYN MARTIN

**OPERATIONS
DIRECTOR**

✉ kathryn@dmrcollation.co.uk

Kathryn is responsible for workflow planning and progression ensuring all our work is returned on time as promised! Kathryn is your key point of contact for all new instructions and progress updates.

In addition to our management team we also have a fantastic team of collators and medical analysts



INSTRUCTION TIMELINE

1

Estimate Required?

We can provide an estimate for our work on either a fixed fee or hourly rate basis.

2

Instructions Received

Encrypted papers are sent digitally to us at support@dmrcollation.co.uk with a completed cover instruction sheet or uploaded to our secure DOQ Exchange Portal. Instructions are acknowledged and a deadline for return of work specified.

3

Collation/Pagination

Records are collated, paginated and indexed according to your chosen collation method. If you have also opted for record redaction, this work will also be completed at this time.

4

Analysis Work

If you have requested analysis of the records, our medical analyst will prepare either a summary memo or chronology depending on your instructions. We can also complete specific niche analyst work depending on your requirements.

5

QC & DB Service

What makes DMR unique is our additional legal quality control stage where work is checked for compliance by our experienced in-house lawyer. Here any additional points of note and key legal issues are identified. Once our DB is complete our digital booklet (if requested) will be prepared.

6

Work Returned

Instructions are returned to you digitally via our secure workspace or your alternative preferred method of return. Our standard turn around time is 5-10 working days for collation only instructions and 15-20 working days for collation and additional instructions.

OUR PRICING

Pricing Structure:

Our standard hourly rates are:

- £50 per hour for collation, redaction, schedule of radiology & digital booklet work
- £60 per hour for analysis work

We also provide competitive fixed fees for clients seeking price certainty.

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