

## 1. Introduction

Arctrieval's user-friendly web-based application enables legal professionals to expertly obtain and manage medical and billing record requests related to a case or claim.

Once your account is activated, issuing a request takes a few quick steps.

1. Have the Client or the patient's Personal Representative sign the Arctrieval Intake form to obtain permission to use a digital image of their signature.
2. Enter some basic Client information.
3. Upload the Digital Signature Usage Authorization Form signed by the Client or the patient's Personal Representative—Arctrieval Intake Forms.
4. Upload the Client or patient's Government Issued Photo ID.
5. Add basic information for the office, organization, or facility with the medical or billing records you seek.
6. Send a New Request

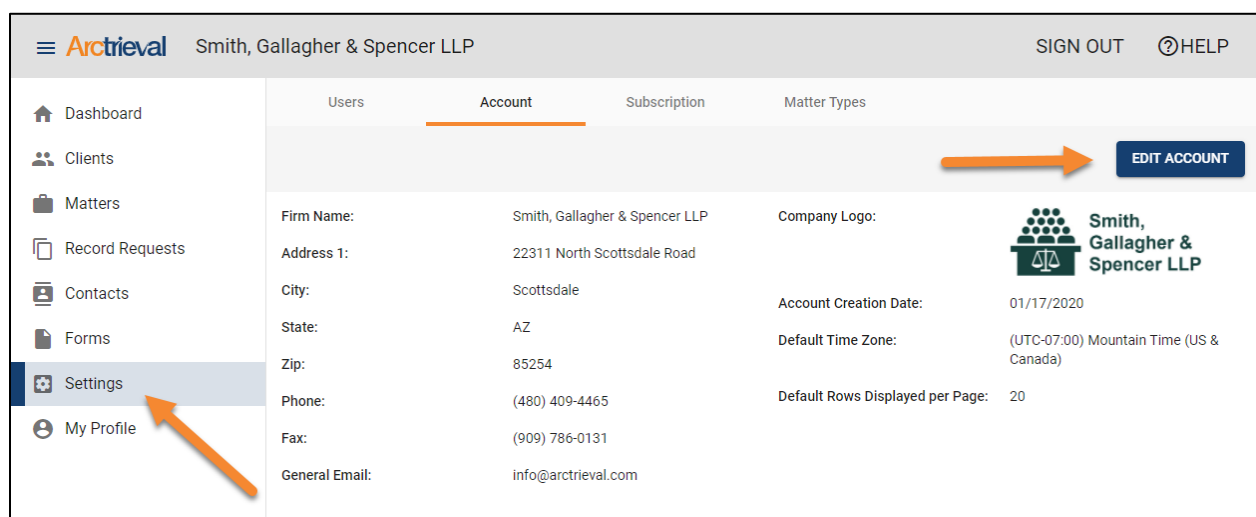
After issuing a request, the Arctrieval System automatically issues follow-up notices at regular intervals until the requested information arrives in your office.

If you encounter any issues or roadblocks in obtaining the requested information, please get in touch with us at [Support@Arctrieval.com](mailto:Support@Arctrieval.com), and we will assist you in resolving the issue.

## 2. Additional Firm Information (Optional)

Before issuing your first request, you may want to add some additional information about your Firm. Your Firm's information, such as a logo, general email address, and fax number, is used as the contact information on the various forms and documents.

To add a logo, general email address, and fax number to your account, click the **Edit Account** button in the upper right corner of the Settings Account page, as shown in the image below.



After clicking the **Edit Account** button, the Edit Firm Account Information dialog box will appear on your screen, as shown in the following image. At this point, you may add additional information for your Firm, including a General Email address, Fax number, and Logo.

You may also edit any information and adjust the Default Time Zone based on your firm's location.

The critical fields for the additional information are indicated with an orange arrow for your reference.

×

Edit Firm Account Information

Firm Name: \*

Smith, Gallagher & Spencer LLP

Address 1: \*

22311 North Scottsdale Road

Address 2:

City: \*

Scottsdale

State: \*

AZ

Zip: \*

85254

Phone: \*

(480) 409-4465

Fax:

(909) 786-0131

General Email:

info@arctrieval.com

Default Time Zone: \*

(UTC-07:00) Mountain Time (US & Canada)

Default Rows Displayed per Page:

20

Upload Company Logo:

Choose a File...

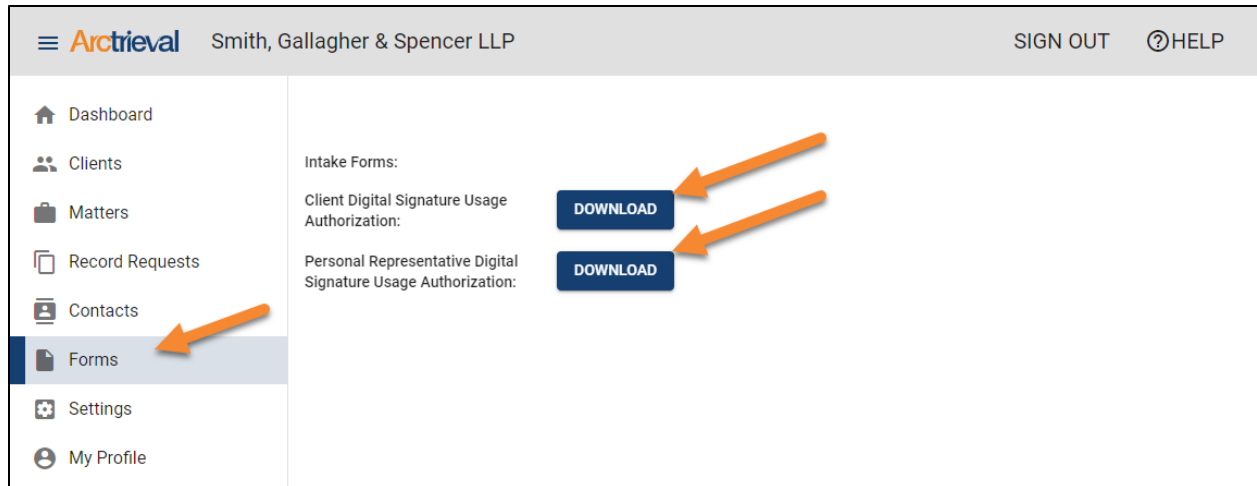
Select image file in PNG or JPG file format to upload.

CANCEL

SAVE CHANGES

## 3. Intake Forms: Digital Signature Authorization

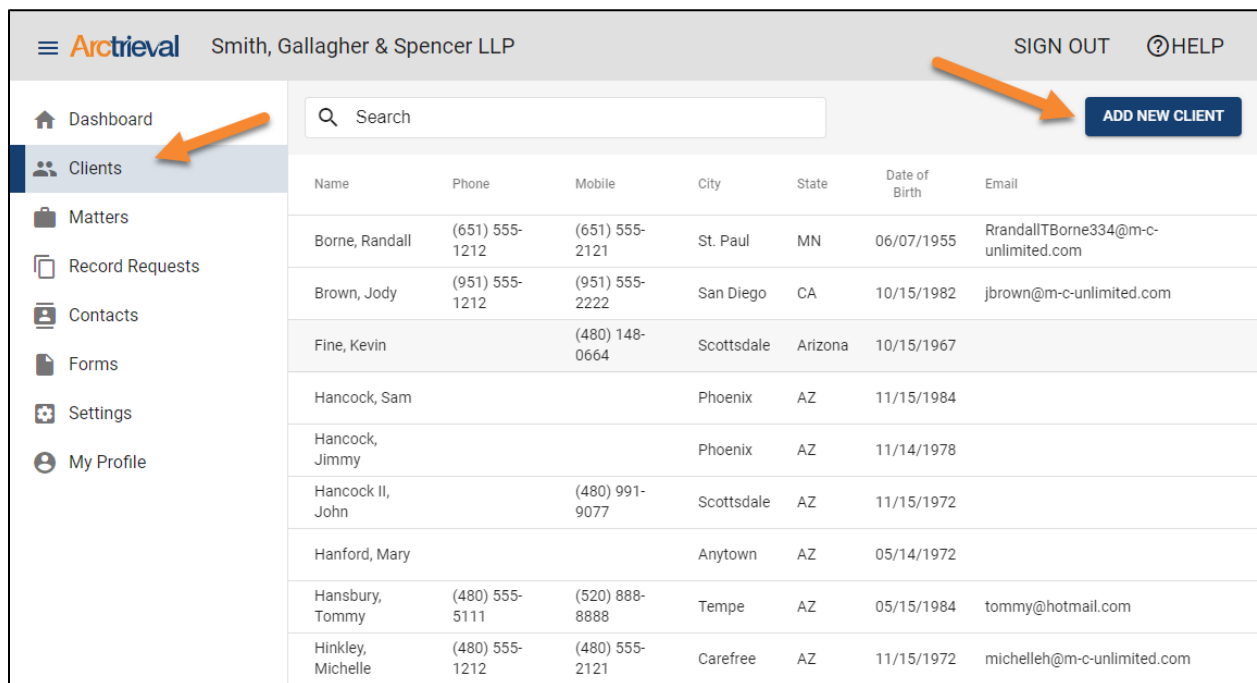
Before adding a new Client to your Arctrieval account, the Client or their Personal Representative must sign the Digital Signature Authorization Form. Click on **Forms** in the left-hand navigation bar, and then click on the **Download** button to retrieve the appropriate form. Additional information on how to sign and obtain the Intake form is covered in Appendix A.



## 4. Adding a Client

### 4.1. Entering Client Information

To add a Client to your account, click on **Clients** in the left-hand navigation menu and then click the **Add New Client** button in the upper right corner on the Clients List page, as shown in the image below.



After clicking the **Add New Client** button, the Add New Client dialog box will appear on your screen. You will need to provide the Client's information for the following required fields:

1. First Name
2. Last Name
3. Date of Birth
4. Physical Address
5. Physical City
6. Physical State
7. Physical Zip

After entering the Client information, click the **Add Client** button.

If you plan to send the Client's records to an address other than their physical

address or directly to your Firm, make sure to enter the mailing address. A separate mailing address enables you to issue a cost-based patient request under HIPAA and has the records delivered to any address.

The 'Add New Client' dialog box contains the following fields and sections:

- First Name:** \* (required)
- Last Name:** \* (required)
- Date Of Birth:** \* (required, with calendar icon)
- Physical Address:** \* (required, under the 'Physical Address' tab)
- Address 1:** \* (required, under the 'Physical Address' tab)
- Email:**
- Phone:** (###) ###-####
- Mobile:** (###) ###-####
- Fax:** (###) ###-####
- Last 4 Of SNN:** ####
- Buttons:** CANCEL, ADD CLIENT
- Tabs:** Physical Address (selected), Mailing Address, Notes, Personal Representative

## 5. Upload Digital Signature Usage Authorization Form

After saving the Client information, you must upload the Client's, or personal representative's signed Digital Signature Usage Authorization form.

### 5.1. Select Client From Client List

From the Clients List, select the individual Client by placing the cursor anywhere in the row and clicking on the highlighted row, as shown in the following image.

Name	Phone	Mobile	City	State	Date of Birth	Email
Borne, Randall	(651) 555-1212	(651) 555-2121	St. Paul	MN	06/07/1955	RrandallTBorne334@m-c-unlimited.com
Brown, Jody	(951) 555-1212	(951) 555-2222	San Diego	CA	10/15/1982	jbrown@m-c-unlimited.com
Fine, Kevin		(480) 148-0664	Scottsdale	Arizona	10/15/1967	
Hancock, Sam			Phoenix	AZ	11/15/1984	
Hancock, Jimmy			Phoenix	AZ	11/14/1978	
Hancock II,		(480) 991-	Scottsdale	AZ	11/15/1972	

## 5.2. Select Client Detail

From the Client Information page, select **Client Details** by clicking on the tab **Client Details** in the middle of the page, as shown in the following image.

Arctrial Smith, Gallagher & Spencer LLP SIGN OUT HELP

Dashboard Clients Matters Record Requests Contacts Forms Settings My Profile

Kevin J Fine

Phone: (380) 555-1212

Mobile: (480) 148-0664

Physical Address: 123 West Elm Street, Scottsdale, Arizona, 85266

Matters Record Requests Contacts **Client Details**

Type	File Number	Matter Name	Matter Description	Matter Status	Value	Statute of Limitations Date	Notice of Claims Date	Last Update	Creation Date
Premises Liability	100010	Kevin vs. Store	Slipped due to wet floor and no signage	Open				02/06/2020	02/06/2020

Rows per page: 20 1 - 1 of 1

## 5.3. Upload Digital Signature Authorization Form

After the Client signs the Arctrial Intake Form Digital Signature Authorization, you will need to scan it into a PDF file using any scanner and software package that supports the PDF output file format and save it to a convenient location on your computer.

After saving the PDF file on your computer, click the **Browse** button next to the **Arctrial Intake Form** label, as shown in the following image.

Arctrial Smith, Gallagher & Spencer LLP SIGN OUT HELP

Dashboard Clients Matters Record Requests Contacts Forms Settings My Profile

Kevin J Fine

Phone: (380) 555-1212

Mobile: (480) 148-0664

Physical Address: 123 West Elm Street, Scottsdale, Arizona, 85266

Matters Record Requests Contacts **Client Details**

Date Of Birth: 10/15/1967

Last 4 Of SSN: 4444

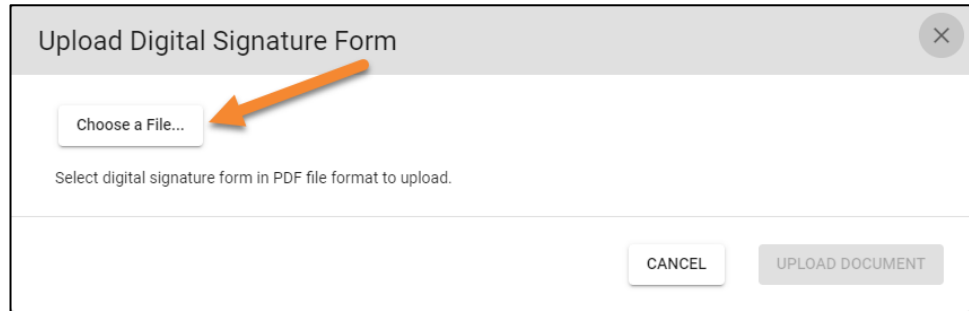
Last Updated: 07/12/2020

Patient's Photo ID: Browse

Arctrial Intake Form: Browse

After clicking the **Browse** button, the Upload Digital Signature Form dialog box will appear as shown in the following image:

Click the **Choose a File** button to select the PDF file that contains the Client's signed Arctrieval Intake Form Digital Signature Authorization on your computer.

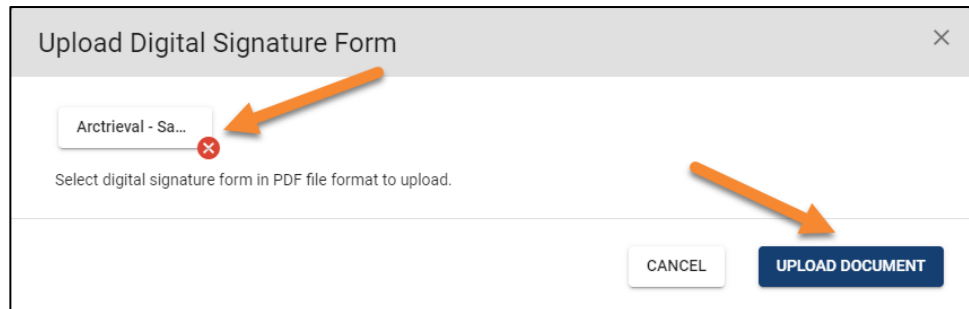


The system only supports an Arctrieval Intake Form Digital Signature Authorization file with one page. If a PDF file has more than one page, remove any extra pages, or the system will not capture the Client's digital signature.



A digital signature must be uploaded to the system to send a request via Fax or Email to a Contact. Otherwise, you will only be able to print and send requests through the U.S. Mail, and the Client must sign each form.

After selecting the file containing the Client's signed form, click the **Upload Document** button, as shown in the following image.



### 5.4. Signature Upload Confirmation

After uploading the document to Arctrieval, you will see the uploaded file's name and the digital signature on the Client Details tab, as shown in the following image.

Arctrieval Smith, Gallagher & Spencer LLP

SIGN OUT HELP

Dashboard CLOSE ACTIVITY EDIT CLIENT

Clients

Kevin J Fine

Phone: (380) 555-1212

Mobile: (480) 148-0664

Physical Address: 123 West Elm Street, Scottsdale, Arizona, 85266

Matters Record Requests Contacts Client Details

Date Of Birth: 10/15/1967

Last 4 Of SSN: 4444

Last Updated: 07/12/2020

Patient's Photo ID: Browse

Arctrieval Intake Form: [John Hancock Arctrieval Intake Form 20200315.pdf](#) Browse DELETE

Digital Signature: Browse DELETE

At this point, you successfully added the Client's Arctrieval Intake Form Digital Signature Authorization to the system. You can issue requests to deliver by Email(Automated), Fax(Automated), or US Mail (Automated).

If you have any issues with the quality of the signature image, you can manually extract the signature from the document and upload it as an image file. If you need assistance, please contact us at [Support@Arctrieval.com](mailto:Support@Arctrieval.com), and we will be happy to assist you.



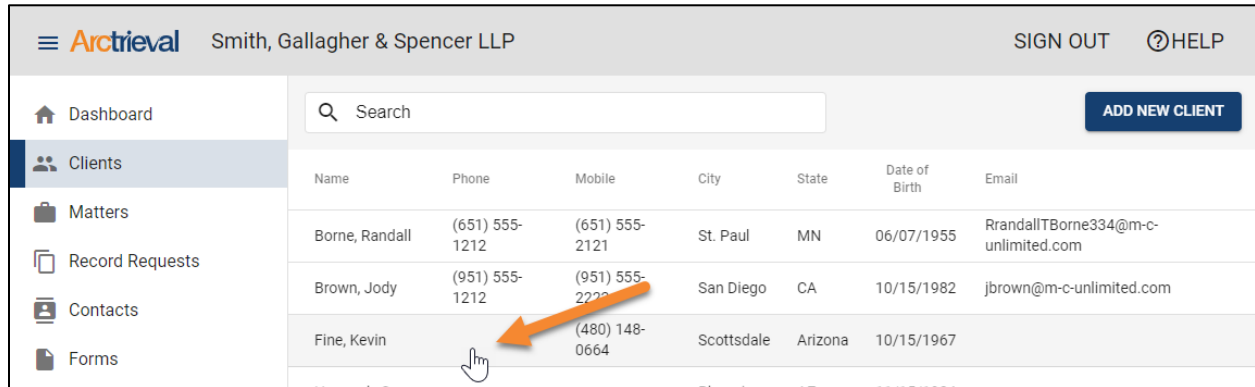
You must upload a digital signature to the system to send a request via Fax or Email to a Contact. Otherwise, you will only be able to print and send requests with the U.S. Mail, and the Client must sign each form.

## 6. Upload Patient's Photo Identification

This step is optional but highly recommended as a best practice when issuing a request. A copy of the patient's government-issued photo identification helps verify the patient's identity. It assists the person or organization responding to the request to locate the correct information within their systems.

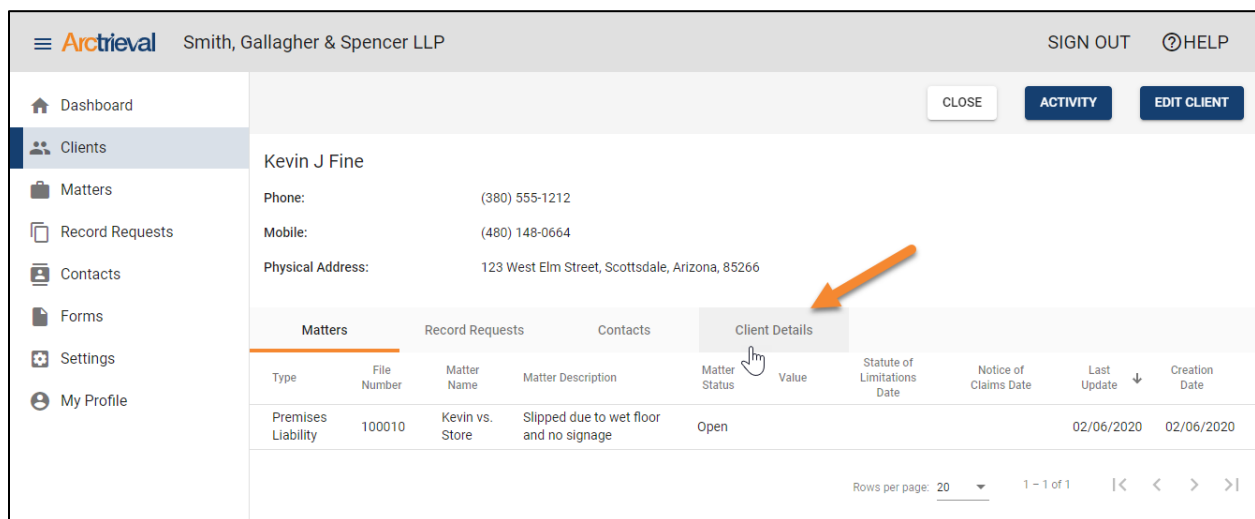
### 6.1. Select Client From Client List

From the Clients List, select the individual Client by placing the cursor anywhere in the row and clicking on the highlighted row, as shown in the following image.



### 6.2. Select Client Detail

From the Client Information page, select **Client Details** by clicking on the tab **Client Details** in the middle of the page, as shown in the following image.



### 6.3. Upload Patient's Photo Identification

The Client should provide an image of the patient's government-issued photo identification. Alternatively, you can scan it into a PDF file using any scanner and software package that supports the PDF, JPG, PNG, or GIF output file formats and save it to a convenient location on your computer.

After saving the PDF file on your computer, click the **Browse** button next to the **Patient Photo ID** label, as shown in the following image.



Arctrieval Smith, Gallagher & Spencer LLP

SIGN OUT HELP

DASHBOARD CLOSE ACTIVITY EDIT CLIENT

CLIENTS

Kevin J Fine

Phone: (380) 555-1212

Mobile: (480) 148-0664

Physical Address: 123 West Elm Street, Scottsdale, Arizona, 85266

Matters Record Requests Contacts Client Details

Date Of Birth: 10/15/1967 Patient's Photo ID: Browse

Last 4 Of SSN: 4444 Arctrieval Intake Form: Browse

Last Updated: 07/12/2020

After clicking the **Browse** button, the Upload Patient's Photo ID dialog box will appear as shown in the following image:

Click the **Choose a File** button to select the PDF, PNG, JPG, or GIF file that contains the Patient's photo identification on your computer.

Upload Patient's Photo ID

Choose a File...

Select document in PDF, PNG, JPG or GIF file format to upload.

CANCEL UPLOAD DOCUMENT

After selecting the patient's photo identification file, click the **Upload Document** button, as shown in the following image.

Upload Patient's Photo ID

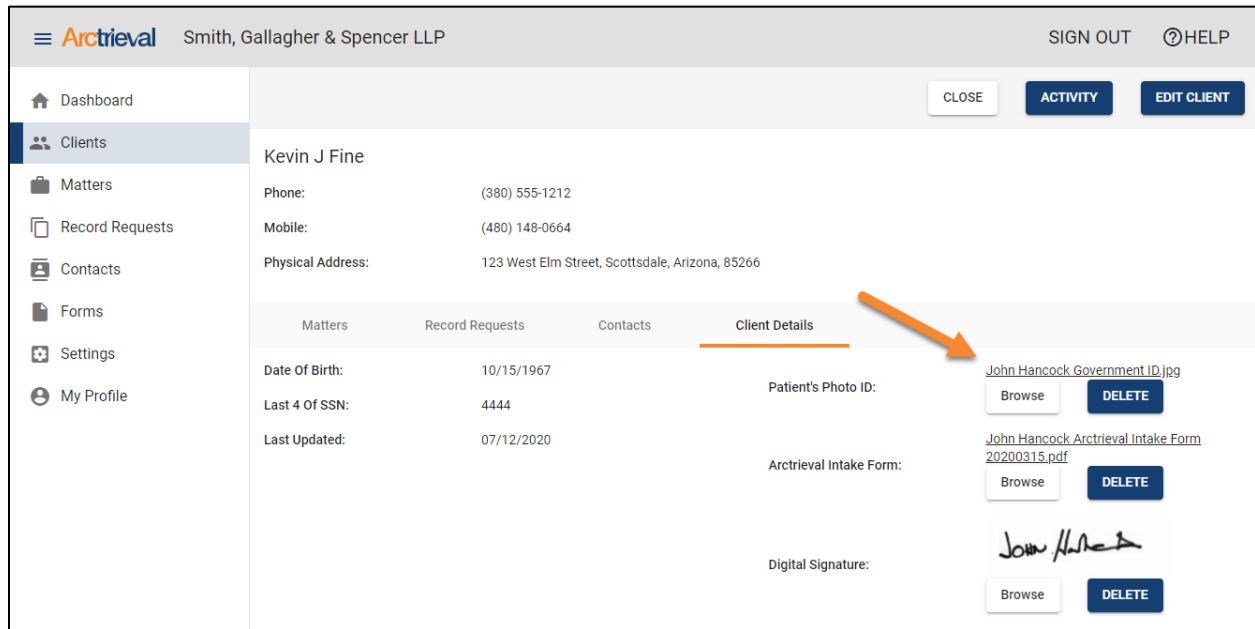
John Hancock ...

Select document in PDF, PNG, JPG or GIF file format to upload.

CANCEL UPLOAD DOCUMENT

## 6.4. Patient Identification Upload Confirmation

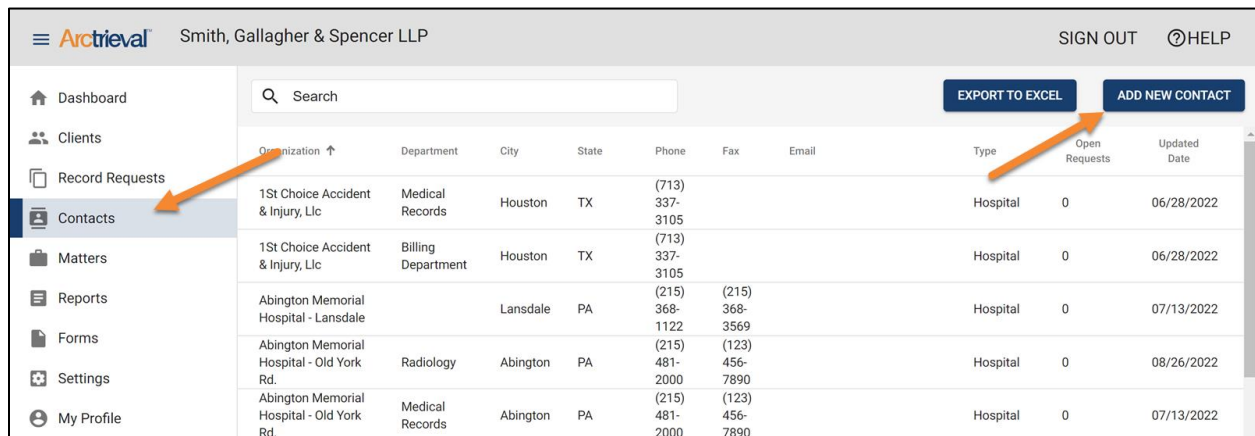
After uploading the file to Arctrieval, you will see the uploaded file's name on the Client Details tab, as shown in the following image.



At this point, you successfully added the Patient's government-issued photo identification to the system, and every request will now include a copy.

## 7. Adding a Contact

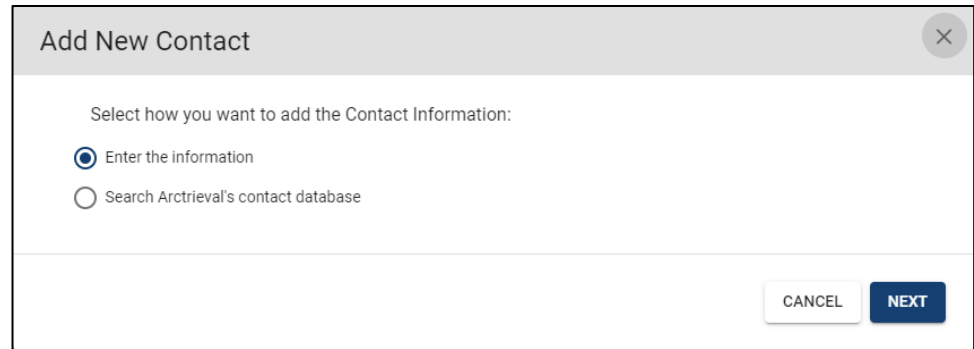
To add a new Contact to your account, click the **Add New Contact** button on the Contacts screen, as shown in the image below.



After clicking the **Add New Contact** button, the Add New Contact dialog box will appear on your screen, presenting you with two choices.

You may manually enter the Contact information or search Arctrieval's database of over 3 million healthcare providers and facilities.

After making your selection, press the **Next** button



**Add New Contact**

Select how you want to add the Contact Information:

☒ Enter the information

☐ Search Arctrieval's contact database

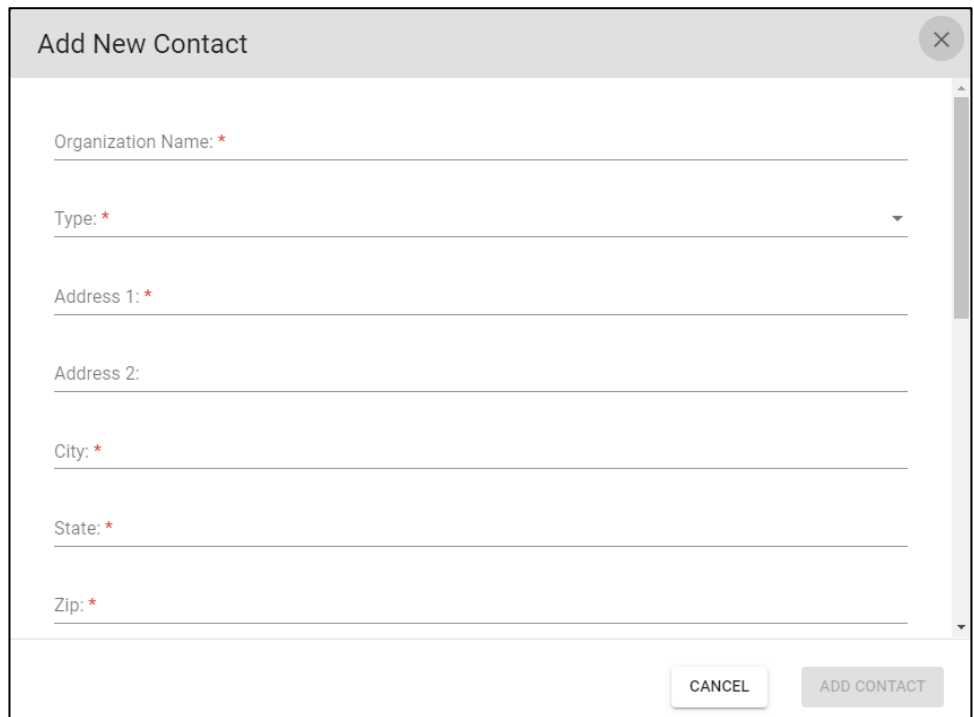
**CANCEL** **NEXT**

## 7.1. Manually Entering Contact Information

You will need to provide the Contact's information for the following required fields:

1. Organization Name
2. Type
3. Address
4. City
5. State
6. Zip

For Arctrieval to send requests via Fax or Email, you will need to supply the Email address and Fax number for the Contact.



**Add New Contact**

Organization Name: \*

Type: \*

Address 1: \*

Address 2:

City: \*

State: \*

Zip: \*

**CANCEL** **ADD CONTACT**

## 7.2. Searching Arctriever's Contact Database

If you choose to search Arctrieval's contact database of over 3 million healthcare providers and facilities, the following pop-up dialog box is displayed:

To search the database, enter the Last Name and State of an individual provider or the Organization Name and State for a healthcare organization. Once the information is entered, click on the **Search** button.

×

Add New Contact - Search Arctrieval Contact Database

For Individual Providers

First Name:

Last Name:

City:

☐ Check this box if you only want to search for exact matches.  
By default this search page will return similar or close results to the provided criteria.

For Organizations

Organization Name:

State:

Postal Code:

Note: You must enter a provider Last Name or Organization Name and State to start a search.

CANCEL

BACK

CLEAR

SEARCH

Matching results are displayed in the dialog box as shown to the right. If there are many results, they will be displayed on multiple pages. To see more results, click on the next page ">" icon as indicated with the arrow.

Add New Contact - Results from Arctrieval Contact Database			
Name	Primary Practice Address	Phone	Fax
Inland Valley Med Svcs Inc	Redlands, CA 92374-6472	2086	
Inland Valley Partners Llc	250 W Artesia St Pomona, CA 91768-1807	(909) 623-7100	(909) 620-7787
Inland Valley Pharmacy Inc	3349 W Florida Ave Hemet, CA 92545-3513	(951) 766-5100	(951) 766-5114
Inland Valley Recovery Services	955 N D St San Bernardino, CA 92410-3519	(909) 889-6519	(909) 889-6560
Inland Valley Rehabilitation	886 W Foothill Blvd Ste. E Upland, CA 91786-3769	(909) 946-2673	(909) 946-1872
Inland Valley Rehabilitation Center Inc.	886 W Foothill Blvd Suite E Upland, CA 91786-3769	(909) 946-2673	
Inland Valley Rehabilitation Center Of Chino	13801 Roswell Ave Suite F Chino, CA 91710-5466	(909) 464-2008	
Inland Valley Retina Medical Associates, Inc	41900 Winchester Rd Suite 201 Temecula, CA 92590-3403	(951) 679-0400	(951) 672-6667

Clicking on a Name in the list will display detailed information about the provider or organization, as shown in the following dialog box:

Click on the **Use Practice Address** button or **Use Mailing Address** button to add this information to your Contact list. You will have an opportunity to modify the data before it is saved to your list.

Add New Contact - Results from Arctrieval Contact Database

Name:
Inland Valley Rehabilitation

Practice Address:
Phone:
Fax:
Email:

886 W Foothill Blvd  
Ste. E  
Upland, CA 91786-3769
(909) 946-2673
(909) 946-1872
Email not available

USE PRACTICE ADDRESS

Mailing Address:
Phone:
Fax:
Email:

886 W Foothill Blvd  
Ste. E  
Upland, CA 91786-3769
(909) 946-2673
(909) 946-1872
Email not available

USE MAILING ADDRESS

Last Updated: 08/22/2020
Arctrieval Verified: No

CANCEL
BACK



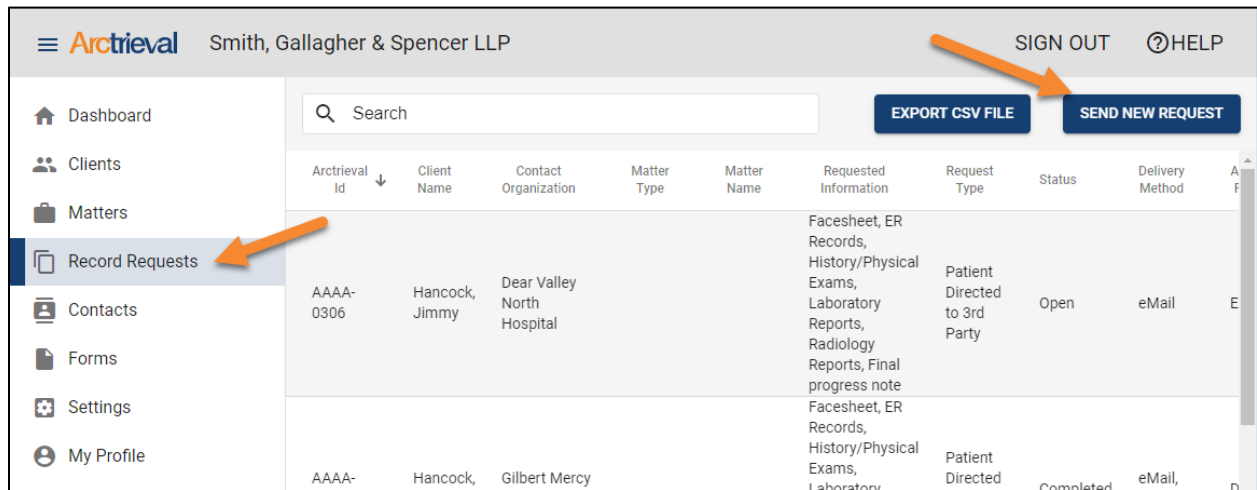
Arctrieval does its best to keep the Contact information current by obtaining regular updates from various sources. When using information from the database, please check the Last Updated dated and the Arctrieval Verified status. If the Arctrieval Verified status is No, you may want to check with the provider or facility before submitting a request. This is especially important for larger organizations with dedicated medical records, billing, and radiology departments.

## 8. Sending a New Request

You have two options for sending a request to a Contact as follows:

1. **Patient Directed to 3<sup>rd</sup> Party.** The requested information is sent directly to your office. Any retrieval costs will be subject to the state rate or rate negotiated with the record custodian or 3<sup>rd</sup> party copy service.
2. **Patient to Self.** The requested information is sent to the Client at the Client's address (physical or mailing), and any retrieval costs should be subject to the federal cost-based patient rate.

Click the Send New Request button to send a request, as shown in the following image.



The dialog box below will prompt you to select the type of request you want to issue. You must choose one before proceeding.

After selecting the request type, you will select the Client, Matter (if one exists for the Client), Contact, Requested Information, Additional Documents (such as an Affidavit or a custom form), and Delivery Methods.

You will also have an opportunity to review the request before sending it to a Contact by clicking on the **Preview Request** button. The **Preview Request** and **Send Request** buttons become active after all required information is provided.

Send New Request

Request Type: \*

☐ Patient Directed to 3rd Party (Information sent directly to Smith, Gallagher & Spencer LLP)
 ☐ Patient to Self (Information sent to Client's or Personal Representative's email or mailing address)

Client:

Contact:

Requested Information:

☐ Other
 

Other Text:

CANCEL

PREVIEW REQUEST

SEND REQUEST

## 9. Delivery & Activity Status

After clicking the **Send Request** button, Arctrieval takes over to submit the request to the Contact through the selected delivery methods—Email, Fax, and US Mail.

- Fax(Automated) transmissions are attempted four times before alerting you of a potential error. Attempts are made as soon as the request is issued. If the fax does not go through, additional attempts are made in 30 minutes, in 60 minutes, in 90 minutes, and a final attempt in 8 hours.
- Email(Automated) delivery occurs as soon as the request is issued and is usually delivered within 1 to 30 minutes, depending on the Contact's email provider, system, and security settings.
- US Mail(Automated) delivery sends the PDF file to the Arctrieval mailing house and is sent out on the next business day.
- If you selected US Mail(Manual) as one of the delivery options, a PDF file appears in your browser to print and mail the documents to the Contact.
- Arctrieval will notify you of any Fax transmission or Email delivery problems.

Request delivery and automated follow-up activity information is available in the Activity section on the individual Record Request information page, as shown in the following image.

The screenshot displays the Arctrieval interface for a record request. The top navigation bar includes the Arctrieval logo, the client name 'Smith, Gallagher & Spencer LLP', and links for 'SIGN OUT' and 'HELP'. A sidebar on the left contains navigation options: Dashboard, Clients, Matters, Record Requests (selected), Contacts, Forms, Settings, and My Profile. The main content area is divided into two sections: a top section with client and contact details, and a bottom section titled 'Activity' with a table of events.

**Client and Contact Details:**

Client:	Jody Brown	Contact:	Gilbert Mercy PT
Date Of Birth:	10/15/1982		Tally Smith, Office Manger
Starting Date Of Service:	01/01/2020	Phone:	(480) 555-1212
Ending Date Of Service:	05/29/2020	Request Status:	Open
Requested Information:	All Billing Records, Discharge Summary, Facesheet, ER Records, History/Physical Exams, Final progress notes	Delivery Method:	eMail
Requested Type:	Patient Directed to 3rd Party	Automated Follow Up:	Enabled
		Request Date:	05/29/2020
		Due Date:	06/28/2020

**Activity Table:**

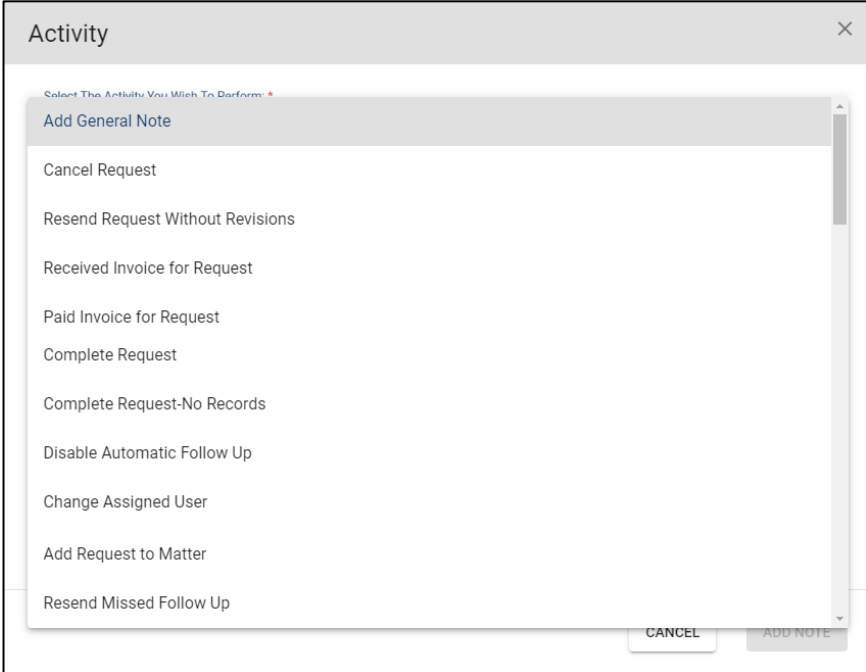
Date ↓	User	Activity Type	Description/Notes
06/13/2020	Arctrieval, System	Correspondence sent	Request due date reminder sent by email. Email transmission successful. 06/13/2020 7:44 PM
06/13/2020	Arctrieval, System	Due date reminder created	Request due date reminder created. Request due date reminder is to be sent via email. 06/13/2020 7:43 PM
06/01/2020	Arctrieval, System	Correspondence sent	Request follow up sent by email. Email transmission successful. 06/01/2020 3:32 PM
06/01/2020	Arctrieval, System	Follow up created	Request follow up created. Follow up is to be sent via email. 06/01/2020 3:32 PM
05/29/2020	Arctrieval, System	Correspondence sent	Initial request sent by email. Email transmission successful. 05/29/2020 12:01 PM
05/29/2020	Brown, Susan	Request created	Initial request created. 05/29/2020 12:00 PM

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## 10. Request Activity

Once a request is sent to a contact, various activities can occur related to your request that you will want to track.

Pressing the **Activity** button displays the following dialog box with options associated with the current status of your request.



The image shows a software dialog box titled "Activity" with a close button (X) in the top right corner. Inside the dialog, there is a header bar with the text "Select The Activity You Wish To Perform" and a red asterisk. Below this is a list of activities: "Add General Note", "Cancel Request", "Resend Request Without Revisions", "Received Invoice for Request", "Paid Invoice for Request", "Complete Request", "Complete Request-No Records", "Disable Automatic Follow Up", "Change Assigned User", "Add Request to Matter", and "Resend Missed Follow Up". At the bottom right of the dialog, there are two buttons: "CANCEL" and "ADD NOTE".



## 11. Arctrieval Intake Forms: Digital Signature Usage Authorization

### 11.1. Signing the Form

Your Client needs to follow the directions below to complete the form.

1. Print out the form
2. Enter their name in the space next to "Printed Name:" on the form.
3. Enter today's date in the space next to "Today's Date:" on the form.
4. Sign the form in the box as indicated.



Make sure the signature is clear and as large as possible and does not touch the lines of the box. If the signature does touch the lines, it will confuse the imaging recognition process and yield undesirable results.

An additional step is needed if the client is signing the Personal Representative Digital Signature Usage Authorization. Please enter the name of the Patient for which the client is the personal representative. For example, if you represent a minor child, the parent or guardian is the personal representative to obtain information. Enter the child's first and last name in the space next to "Patient" in the first paragraph.

### 11.2. Returning the Form

After signing the Digital Signature Usage Authorization form, your Client sends to send it back to you using one of the following options.

1. Mail the completed and signed Digital Signature Usage Authorization to you.
2. If your Client has access to a computer with a scanner, scan the signed form into a high-quality black and white PDF file and Email the PDF file to you.
3. If your Client has an Android or Apple smartphone or tablet, use a free scanner application like CamScanner to scan the form and Email it to you.



Arctrieval has complete directions and instructions that you can provide to your client on how to sign and return the Arctrieval Intake Forms.

Your client should not fax the form to you. The fax process reduces the image quality of the document and the signature to the point that it is not usable.