Procedure for Paralegals on Medical Industry File Opening

1. **Conflicts Check**
    - Confirm no conflicts (Refer to system-specific guide on how to run conflicts check).
    - Enter new matter in the case management system (Refer to system-specific guide on entering a new matter and contacts).
2. **Diary Return Date**
3. **Electronic File Set-up**
    - Set up new case file following the proper folder structure in the designated electronic document management system. (Refer to "How to Open a Medical Industry File" guide).
4. **Templates - Create any templates, including:**
    - **Medical Report Templates** (Include patient name, case number, and medical provider details).
    - **Request for Medical Records**
    - **Letters of Representation to client(s)**
    - **HIPAA Authorization Forms**
5. **Medical Records Request Deadline**
    - Set deadline for 60 days after return date for receipt of medical records.
    - Provide a 15-day reminder for the deadline.
    - Calendar the deadline and follow up with the attorney to determine if additional actions are needed.
6. **On Return Date File:**
    - **Appearance on Return Date** (Check with assigned attorney before filing).
    - **Request for Extension of Time** to gather all necessary medical records and reports (diary ahead for the deadline on the task list in the case management system).
    - **Draft Initial Discovery to Adverse Party** (See #8 for more details).
    - **Letter to Client** advising of our appointment as counsel and requesting a time to set up a conference to discuss the case.
        - Diary 30-days for a response to the letter – check with the attorney at that time to see if a meeting or a call with the client is needed.
7. **Contact Management**
    - Enter all client and opposing counsel information into the contact management system.
8. **Discovery**
    - **Discovery To:**
        - Begin drafting discovery using standard forms as examples. Gain a preliminary understanding of the case before doing this.
        - For every case, at least include standard discovery questions from the judicially approved forms and:
            - All medical records and reports related to the case.

            - The complete insurance claims file.
            - All communications with the opposing party (emails, letters).
            - All documentation of any claimed damages resulting from the incident.
            - Itemized list of damages and method of calculation.
            - Any contracts or agreements relevant to the case.
            - Identification of any regulations or laws relied upon in the claim.
    - **Discovery From:**
        - When we receive discovery – format the discovery to provide answers and diary for 60 days from receipt for deadline and start drafting answers based on file information. Leave the rest for the handling attorney.
        - If non-standard - Diary ahead for 25 days for the deadline for objections. Notify the handling attorney to get them on file.

9. **Responsive Pleading**
    - Draft Answer (check approved answer language).
10. **Jury Claim**
    - Default Rule: FILE JURY CLAIM UPON OPENING. If instructed otherwise, create a deadline for the filing of the jury claim / file with the Answer.
11. **Depositions**
    - Diary 90 days out to prepare notice of deposition for Plaintiff (opposing party).
12. **Insurance Folder**
    - Always document the policy limits and coverage in every case. Create a subfolder for “Insurance” that includes the policy and your notes as to the limits of coverage in each case.
13. **Reporting**
    - Diary deadlines for initial case analysis and budget for the handling attorney, check the file on deadline, and follow up with the handling attorney if not done.
        - Within 45 days of receipt of assignment letter.
        - Diary every 45 days for the handling attorney to update claims and check the file to verify if the update is done.
14. **Time Entry - Automatically bill for handling attorney:**
    - Receipt and review of notice of PT, TMC, Trial, Deposition Notices, Orders from Court, simple Motions.
