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Medical Research Consultants Selected to Review World Trade Center Medical Claims

Known for its cutting edge technology and in-depth medical expertise, Medical Research Consultants (MRC) was selected to assist the New York City legal department in reviewing medical claims surrounding the World Trade Center (WTC) disaster.

MRC was assigned to work on cases that had been filed since September 11, 2001. Claimants had a two-year statute of limitation in which to file a claim. The WTC project was the first project which was entirely “paperless” at MRC according to Donna Miller, who served as nurse project manager heading up the project. “This was on both the MRC side and the client side,” according to Miller.

With the World Trade Center claims, all records were first uploaded in New York by the client, making them accessible to the MRC nursing staff instantly! “Everything was done digitally,” Miller states, “uploading the files, bates stamping, assigning the case, the nurse review process, the client review of work product, everything.”

From a monetary standpoint, Miller feels the savings are sizeable using this methodology. The shipping costs alone saves thousands of dollars. “Imagine what the cost would be to overnight a box of records thousands of miles. Now multiply that charge by hundreds of claims,” she says.

There is also a significant time-savings in going paperless. As soon as the review is finished, the nurse reviewer hits the complete button and the client has immediate access to review the case. “And from anywhere that is Internet accessible,” Miller adds. “The attorney did not have to be in at his or her office to review records. As long as the individual can access WiseFiles, records are available 24/7,” Miller states.

For MRC employees the increased flexibility equals increased productivity. Nurses can work securely from home around personal schedules. The office does not have to be open in order for an attorney or MRC employee to work. Even the discomfort of carrying boxes of heavy records has been eliminated. With monetary caps on litigation becoming more prevalent, more and more firms are having to look internally to save money. “Going paperless is one definite way firms can save,” she says.

MRC’s medical expertise was also a factor in being selected to review the WTC claims. With over 70 nurses on staff during that time (MRC now has 100 plus nurses), personnel were immediately available to begin the review of the medical cases including symptoms that had been claimed to occur following the collapse of the twin towers. Respiratory ailments (often referred to as the WTC cough) were explored. Other claims including post traumatic stress and gastrointestinal symptoms had been documented in persons physically near the site at the time of the event and exposed to the WTC dust, gases and fumes.

The MRC Triage™ of Records worked perfectly in diagnosing potential claims attributed to a one-time catastrophic event such as this according to Miller. The process is similar to how a medical team works – differentiating the most life threatening cases from those that are not as serious. “You know these particular elements can cause certain disease processes or symptoms,” Miller says, “if you can place a person at the

scene, then you can begin to determine if there is a correlation between all the aspects associated with the event.”

Miller states reading these cases did bring back memories of that fateful day. “This is definitely an honor to work on this project,” she says, “as all Americans, everyone at MRC was forever changed by 9/11.”

Note: Medical Research Consultants follows strict confidentiality guidelines and will only make public projects past or present with the permission of the client associated with a specific project.