

# Document Size:

18 by 12 inches

# Pockets:

9 by 4 inches

### West Coast

Regional Office  
Corporate Headquarters  
San Dimas, CA  
800-229-7477

### Midwest and Northeast

Regional Office  
Des Plaines, IL  
800-458-1622

### Southeast

Regional Office  
Orlando, FL  
800-530-8766

### Southern

Regional Office  
Dallas, TX  
800-303-5947

### Seattle

Processing Center  
Seattle, WA

### Virginia

Processing Center  
Richmond, VA

With **Second Image National**  
you get more convenience and  
accuracy in every aspect of your  
document management.



[www.secondimage.com](http://www.secondimage.com)

## National Leader for Record Retrieval and Document Management



Store

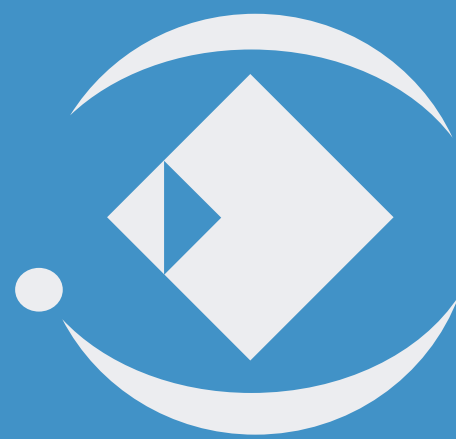
Secure

Duplicate

Access



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# About Us

*Second Image National is the national leader for records duplication, subpoena services, and online document viewing.*

*Discover how we can reduce your costs and make you more productive.*

## HIPAA

### Compliance | Security | Privacy Policy

*Uncompromising security leads to greater confidence for our clients.*

Second Image National has comprehensive SAS70 certified security measures implemented at both operational and technological levels. We are HIPAA compliant and we manage our clients' records and information with the strictest confidentiality.

**Below are some of the key security steps we take to ensure your files and information are secure:**

**We provide a comprehensive range of services nationwide:**

- Court Indexing
- Court Reporting
- Document Retrieval Services
- Document Photocopying
- Media Duplication
- Notice of Non-Objection
- Notice to Opposing Counsel
- Onsite Copying of Records
- Online Document Management
- Online Ordering
- Online X-ray Viewing
- Optical Character Recognition
- Pathology Material Handling
- Procurement of Authorizations
- Proof of Service Filing
- Record Indexing and Distribution
- Request for Production
- Rush Service
- Stipulations with Authorizations
- Subpoena Preparation and Service
- WCAB Searches

**And much more . .**

**Discover how we can save you time and money while you focus on winning your case and running your business.**

## Our Services

**Second Image** combines leading edge technology and peerless customer service to deliver subpoena, record retrieval, and document management services to insurance companies, law firms, and corporations across the country.

With over 30 years of experience, we can complete your discovery requests virtually anywhere in the nation. We also provide consistency in how you retrieve records across your regional offices, as well as volume discounts through our national footprint.

Moreover, as our in-house legal team uses its extensive knowledge of local and state requirements to properly prepare and execute your discovery requests, our superior electronic document management tools make searching, organizing, and summarizing records much easier.

As a result, we simply eliminate the frustration and high costs involved in recording, archiving, searching, retrieving, and distributing your records and documents.

### Physical Security at Our Offices

- Strict photo key card clearances required to access all facilities.
- Security system logs date and time of all personnel entering restricted areas.
- Buildings monitored by complex surveillance and security systems.

### Network Security

- Every access point protected by secure firewall.
- Session-level security and privacy measures with 128-bit SSL.
- Network scanned twice a day by an outside security firm.

### Multiple Tiered Security Access Levels

- Each user has access only to his or her files.
- Unit supervisor or manager can have access to multiple users.

### Data Security

- Records scanned onsite with a secured laptop.
- Records encrypted and digitally signed to prevent alterations or modifications.
- All records and sensitive information transmitted only over secured and encrypted channels using 128-bit SSL.
- No records or sensitive information transmitted via FTP or email.
- Records replicated continuously to our offsite SAS70 certified data center for redundant access if necessary.

30 Years of Experience. National Coverage. The Preferred Source for Legal and Insurance Professionals.



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# Second Image Advantage

*The first step to better **document management.***

*Setting up a new account  
with Second Image National  
has never been easier.*

## Advantage

Your dedicated Account Executive and Customer Service Representative will walk you through the simple process. Once you're set up and ready, you can easily enjoy the multiple benefits of a Second Image account:

### Fast and Easy Login

- 24/7/365 online access.

### Lower Internal Costs

- Select, copy, and paste text and insert notes/comments.
- Reduce manually re-typing record sections during summarization.

### Increased Productivity

- Reduce time spent collecting, searching, and preparing documents.

### Job Simplification

- Eliminate tediousness and inefficiency of viewing random records with records indexing and clear table of contents.
- Search documents for key words and phrases with powerful online features.
- Ensure all documents are as legible as the originals through superior image quality.

## Viewing Records

**Easy to See | Easy to Use | Easy to Distribute**

Second Image National has made document viewing an extraordinarily simple and effective process. Whether you need to search by claim number, check order status, or index records, everything is just a few clicks away.

*Our technical advancements make your records more accessible, which in turn makes your life easier.*



### Viewing and Downloading 24/7

You can view records 24/7/365 from any location through our online system, which is perfect for clients who work from home or travel frequently.

### Second Image Online Distribution

You can use our web site to securely distribute records to other parties. For example, if your Defense Counsel, Expert Witness, or Co-Counsel needs to access records, you can use the web site to indicate which records they should access. They then will be notified by email and given secure access to the records you wish them to receive.

### Indexed Records

Our indexing organizes electronic records into logical sections (grouped by admission date and then sub-grouped by record type), thus eliminating the inefficiency of viewing records in random order. We also provide a clear "Table of Contents" to help you quickly locate relevant sections.

### Optical Character Recognition (OCR)

Our OCR feature enables fast, easy searches for words, text, or phrases within volumes of records and documents, regardless of size or scope.

### Paperless Environment

We offer secure methods to transfer medical records from Second Image directly into electronic claims systems. Our system reduces labor and operation costs, provides documents more quickly and securely, provides superior image quality, and delivers rock solid security.

### Electronic X-Ray Options

In addition to traditional films, we provide online films as well as CD options. All digital films are in a DICOM compliant format, and electronic options have viewing capabilities similar to those used by radiologists (i.e. magnification, windows leveling, vertical/horizontal rotation, etc).



You are our top priority. This simple yet powerful perspective is a cornerstone of **Second Image.**

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# Customer Service

*Our customer service is superior, you never worry about document management.*



*Service that makes your life easier.*

## Dedicated Account Executives

We provide a dedicated Account Executive and Customer Service Representative to each client. As a result, someone specific is always aware of your requirements.

Moreover, our team members are just a phone call or email away, so you can rest assured that any urgent matters are being handled immediately.

Ultimately, it is our complete dedication to client satisfaction that has established us as an industry leader and produced three decades of success.

We provide more than customer service – we provide a close partnership that helps you achieve more.

### Easy, Fast, and Friendly Ordering System

Second Image National is highly sensitive to the busy schedules and urgent needs of each client. That's why we've made ordering as easy as possible. A simple order form is available on our web site and you can also place orders via fax or by calling your customer service representative.

You can review and modify prior web requests and easily resubmit it to our order entry department.

Also, as orders are processed, our web site changes dynamically and you can quickly obtain real-time status updates anytime you want.

Plus, each web order has a "Send Email" button, which enables you to open an email that is pre-addressed to your Customer Service Representative and includes your order information.

***The Preferred Source***  
*for Legal, Medical, and Insurance Professionals.*



# Savings

*Let our outstanding expertise and service translate into significant savings for you.*

We can help you to significantly reduce costs.



## Our Expertise

**Second Image National** is the national value leader for subpoena services and records retrieval. Through our national footprint, we can provide affordable volume pricing and high quality services that are unmatched in the industry.

We can help you significantly reduce costs in each of the following areas.

### National Preparation and Service of Subpoenas

We provide extensive knowledge of unique subpoena requirements at all levels. Our proprietary software system generates correct subpoena packages on demand – for specific states and localities – while our dedicated attorneys and paralegals oversee your requests.

### Indexing of Medical Records

Whereas typical industry rates can soar to \$95 per hour or more to index

medical records, we keep costs down while still delivering exceptional quality. Records are available by subject or by subject and chronology.

### Workflow Productivity

Our innovative systems eliminate the time-consuming process of searching records and let you find key phrases or single words in a matter of seconds. In addition, summarizing records becomes effortless when you simply copy and paste relevant sections through our easy-to-use interfaces.

### Distributing Records

Sending records to co-counsel, opposing counsel, or expert witness can be a tedious and expensive process. With the Second Image Online Distribution Engine, records can be distributed to multiple parties effortlessly and immediately.

# Special Features

All files viewed and downloaded from the Second Image web site are in PDF format. **This provides our clients with numerous advantages.**

A superior format that leads to superior results.



## PDF Format

### Copying Text

Select text or columns of text and eliminate the need for manual typing.

### Compatible Across Multiple Platforms

The PDF format is independent of the hardware, operating system, and application software used to create the original PDF file. As a result, it can be shared across multiple computer platforms.

### Optical Character Recognition (OCR)

Our OCR feature enables fast, easy searches for words, text, or phrases within volumes of the records and documents, regardless of size or scope.

### Creating Bookmarks

In addition to bookmarks generated from the table of contents, users can set custom bookmarks to point to specific sections that are important to them.

### Highlighting, Crossing Out, & Underlining Text

Make detailed, copious notes in actual documents and facilitate further review of records.

### Easy Copy & Paste and Comment Features

Easily select, copy, and paste text as well as insert notes/comments to reduce manual typing.

### PDF Files Meet Legal Document Requirements

For an electronic document to be admissible in a court of law, it must be created in a file format that cannot be altered without leaving an electronic footprint. The original PDF file is always hosted online as "read only" and meets this and all legal requirements in a court of law.

# On-Line X-Ray Viewing

*Our powerful interface delivers **tremendous advantages.***



Reduce costs with our secure online and electronic options.

## Second Image National

**Second Image National** provides an X-Ray viewer with a fully loaded web interface and other innovative feature enhancements. We essentially have developed a breakthrough in how x-rays are managed, distributed, and utilized.

Through the viewer's compressed files and interactive web interface, attorneys and adjusters can navigate our system for more efficient medical record retrieval ordering and management.

### **Our innovations eliminate the need for extra sets of films.**

Moreover, the enhanced system promotes online viewing of x-rays and films, as opposed to the common and traditional method of ordering hardcopy prints. Consequently, insurance and legal professionals can save considerable printing costs in addition to equipment, material, and shipping expenses.

These savings ultimately decrease the costs of medical and insurance cases that involve x-rays and other associated records.

With our powerful X-Ray viewer, you eliminate cumbersome hardcopies and enable secure electronic distribution of x-rays while reducing the financial costs typically associated with hard copy films.