



# New Mexico Medical Review Commission

DAVID GALLAGHER, ESQ.  
DIRECTOR

MICHAEL RUECKHAUS, ESQ.  
ACTING DIRECTOR



April 9, 2020

Dear Panelists:

We hope that you are maintaining your health during this COVID-19 crisis. At this point we do not anticipate live hearings until June. This statutory screening system needs to continue to operate. We have evaluated a few purveyors of electronic meeting systems; and, have decided that we will utilize a HIPPA/encrypted Zoom product. This is not the free version that has been discussed in the media lately. This is likely the best product for our purpose; however, it is still a bit cumbersome. This will require training on our part as well as yours. Here are a few references for such training at several levels of participation:

- Register for Live training: [Weekly Training Webinars](#)
- Watch Recorded Trainings: [Recorded Trainings](#)
- Quick Tutorials: [Zoom Video Tutorials](#)

Hearings held in the electronic meeting format may be scheduled at any time from 9:00 a.m. to 7:00 p.m. The hearing process includes written plaintiff and defense counsel “briefs” which includes their exhibited pertinent medical records and application, all documents will be sent by email through a secure site.

Some information regarding the Zoom format:

- Participation in the panel is available for anyone with an iPhone, android, PC, iPad, laptop etc... provided that the device has email capabilities and camera function. Each participant must supply the Commission with their email and a phone number for emergency contact. Each participant will receive an email that will provide a link to the meeting.
- Confidentiality will be maintained. The system does not allow outsiders any access. There is no Cloud connection. Recording ability is available to counsel only (and a court reporter, if hired by a party).
- The Chairperson will conduct the meeting and have control of the Zoom access. Witnesses will be in a “waiting room” until called; however, the witnesses will also be in a “break room” with access only between the witness and the counsel who called the witness. Panelists will be able to ask questions by raising their hands and having the chair recognize them. Though cumbersome, counsel will have the ability to submit limited supplemental exhibits. We hope the written “briefs” will limit the oral presentation and expedite the hearing.

At the conclusion of the presentation including Q&A the panel will go into closed deliberations. The panel will vote via survey monkey which the Chair of the panel will receive to enter the findings of the panel. The results of the vote will remain anonymous.



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Thank you for your cooperation during this difficult time. This is a new process and we encourage input on how to improve this new expedited process.

Sincerely,

A handwritten signature in blue ink that reads "Michael Rueckhaus" followed by a stylized initial "RD".

Michael Rueckhaus  
Acting Director

MR/lgd