

# Growing Your Personal Injury Practice

Using Case Management to Survive and Thrive!

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# Surveys Show Clients are:

- Extremely unhappy with failure to return phone calls
- Unhappy with failure to keep them updated on a regular basis
- Unhappy with failure to provide them with timely and adequate communications regarding their matter or case



# Attorneys say they are:

- Too busy to keep an eye on everything and everyone
- Frustrated with their current software (or lack thereof)
- Focused on the “fire of the day”
- Don't have ready access to file statuses in order to make that quick call to the client



# The Dangers (Just a Sampling)

- Missed statute of limitations
- Failure to communicate on a regular basis
- Missed court dates and
- Failing to identify conflicts of interest



# So how can Case Management help?

- **Avoid Malpractice Concerns:**
  - Improve Diligence – using a rock-solid reminder system can help you avoid missing key dates and deadlines.
  - Improve Client Relations– track phone calls and emails as well as your responses. Easily set reminders for follow-up communications.
  - Avoid conflicts of Interest – easily check not only clients, but all parties associated with past and current matters.
- **Improve Sharing of File Information**
  - Create Efficiencies / avoid duplication of effort
  - Improve profitability opportunities

# So How Can Case Management Help?

- Improve Case Management:
  - Tracking “everything” – have all information about a case in front of you with a click or two; teamwork instead of “busy” work
  - “Urgency syndrome” – instant access to a case’s status combined with a tickler system allows for making quick “courtesy” calls to a client, or quick answers to their questions without having to “call them back”
  - Quick timeline reference for all resources involved with the case
- Minimize current software woes – combine all those packages into one central database, and...

# .....and even more!

- Streamline firm-wide contact management
- Simplify calendaring and time management
- Track & View Damages easily
- Track negotiations with easy retrieval when needed
- Eliminate wasted time looking for & through paper files

# .....and even more!

- Save Research information so you can recover billable time trying to find references to case and statuses
- Simplify generating documents using document assembly capabilities within the program
- Instantly save those important e-mails to the case file
- Reporting right at your fingertips

# The entire package.

- Properly implemented, CM puts all of the information regarding a file at your fingertips, including:
  - E-mails
  - Notes
  - Damages
  - Phone Calls
  - Documents
  - Parties
  - Research
  - Events
  - To Do's

All from your computer without looking in your paper file! And accessible by everyone!

# Thank You For Listening!

For More Information or to schedule your free one hour consultation please contact Kristen Cleve at:

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