

Ohio PI Firm Cuts Medical Record Delivery Time From 60–90 Days to Around 30

“Arctrieval is one of the few software systems where what we were told would happen actually did happen.”

Jennifer Brown, Partner & Attorney



ARTHUR LAW FIRM

Year Founded: 1969

Location: Northwest Ohio

Practice Areas: Personal Injury, Motor Vehicle Accidents, Premises Liability, Wrongful Death, Catastrophic Injury, Social Security & Disability, and Criminal Defense

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Northwest Ohio personal injury attorneys focused on personalized advocacy, clear guidance, and pursuing fair compensation after serious injury and accidents.

Jennifer Brown

Partner & Attorney

The Challenge

Before adopting Arctrieval, Arthur Law Firm handled medical record retrieval through a labor-intensive, fragmented process. Requests were sent by mail, fax, or email, and every follow-up relied entirely on staff availability and persistence.

With a steady daily flow of record requests in motion, the process demanded constant attention. Staff tracked down missing responses, verified provider information, and reissued requests multiple times, often juggling numerous open requests at once. Despite their diligence, records routinely took 60–90 days to arrive.

The administrative burden created downstream challenges. Rising postage costs added up quickly, staff time was diverted from case-critical work, and delays made it difficult to provide clients with clear, reliable timelines for when their cases could move forward.

As one member of the personal injury team put it:

"Before Arctrieval, we were constantly sending requests and following up ourselves. You never really knew when records would come in, and that uncertainty slowed everything down."

The Solution

Arthur Law Firm learned about Arctriever through the Ohio Association for Justice (OAJ) paralegal network, where other firms shared firsthand experience using the platform for medical record retrieval. After evaluating the software, the firm implemented Arctriever quickly and integrated it into its existing workflow.

Arctriever replaced a patchwork of manual steps with a standardized, trackable process. Instead of staff sending individual requests and managing follow-ups themselves, the system automated provider reminders and documented delivery, creating a clear audit trail for each request. This eliminated uncertainty about whether requests had been received and removed the need for staff to resend or chase responses repeatedly.

As the firm's provider list in Arctriever expanded, record requests became faster and more reliable. Information previously tracked across spreadsheets, emails, and prior requests was consolidated into a single location, enabling new requests to be issued in minutes. With follow-ups handled automatically, the system removed the need for manual "just checking" outreach that had previously consumed staff time.

Most importantly, Arctriever gave the firm confidence in the process and timeline. With clear visibility into request status and confirmation that providers had received requests, the team could move cases forward knowing exactly where things stood, rather than guessing when records might arrive.

The Result

With Arctriever in place, Arthur Law Firm saw measurable improvements quickly. Medical record turnaround times dropped from 60–90 days to around 30 days, with some records arriving within days. The process for creating and managing requests now takes minutes instead of repeated manual effort, postage costs have declined

Once we had a reliable process for sending and tracking requests, everything became more predictable.

Jennifer Brown

significantly, and electronic delivery timestamps make it clear when providers have received requests.

Those improvements translated directly into steadier case movement. With greater visibility and accountability at the provider level, attorneys could move cases forward without waiting months for missing records, reducing delays in demand preparation and settlement discussions.

In one recent auto accident case, faster access to records enabled the attorney to contact the adjuster early and begin discussions early for the policy limits. That earlier momentum may allow the injured client to bring his wife home from long-term care sooner, underscoring how timely access to records can materially affect both case outcomes and clients' lives.

Impact on Growth

Arctrieval reduced the day-to-day workload of record retrieval by cutting down the time and effort required to initiate requests and manage follow-ups. As the team described it, the process of making a request was essentially cut in half, and staff could “hit send” without constantly babysitting each request until records arrived.

It also lowered avoidable costs and friction. The firm noted significant savings in postage and staff time, and the electronic delivery trail enhanced provider accountability, with reminders automatically triggered when requests remained pending too long. This combination allowed the team to focus more on client-facing work and case progress, instead of repeated follow-up cycles, which the firm linked directly to faster movement toward settlement when they are no longer waiting months for critical records.

It took a constant source of frustration off our plate.
Jennifer Brown

Arctrieval

See how Arctrieval can solve your record challenges. Request a demo at Arctrieval.com