

LexisNexis MedMal Navigator® Helps Clore Law Group Gain Efficiencies and Improve Client Service

Clore Law Group

Location: Charleston, S.C. and Asheville, N.C.

Customer Profile:

Clore Law Group handles complex medical malpractice lawsuits as well as other types of personal injury and wrongful death claims. The firm also handles business and personal losses including contract claims, insurance claims, building design and defects, and financial losses.

Business Situation:

As a boutique law firm, it's important for Clore Law Group to work more efficiently than larger firms by simplifying its case preparation and research. Since the firm regularly handles complex medical malpractice lawsuits, they need access to the right information to help achieve the outcomes their clients deserve.

Solution:

Sam Allen and his colleagues were introduced to LexisNexis MedMal Navigator®, an online medical malpractice litigation solution, that combines a litigator's case facts with relevant medical and legal research content. The firm immediately saw the value in consolidating their research services into one offering and acquired access to MedMal Navigator.

Benefits:

- MedMal Navigator delivers significant efficiencies to the firm's medical research processes by eliminating the need for Google™ searches, costly textbooks or trips to the library
- MedMal Navigator provides detailed biographical and case history information on expert witnesses, saving time on research
- MedMal Navigator provides excellent third-party assistance to help the litigators assess cases and understand the key legal, jurisdictional and medical issues of a case
- MedMal Navigator brings together the most critical areas of a medical malpractice case into one, easy-to-use online dashboard
- Clore Law Group achieved ROI in 2 months and garnered a substantial savings with MedMal Navigator

Based in Charleston, S.C., Clore Law Group takes a comprehensive approach to resolving cases that involve catastrophic and traumatic loss to individuals and businesses. Clore Law Group handles lawsuits covering personal injury and wrongful death claims, medical malpractice, slander and libel, and other injuries and accidents. The firm also handles business and personal losses including contract claims, insurance claims, building design and defects, and financial losses.

Attorneys Mark Clore, Sam Allen and Vernon Glenn bring extensive experience and preparation into trial, and this has resulted in record jury verdicts. The team collaborates closely, and each attorney brings specific experience and perspective to complex litigation. They are experts in personal injury law, and want to make sure their clients are compensated when they experience an injury or loss due to the actions of another party.

Practicing across multiple states, the firm brings together attorneys with formidable track records in winning settlements and jury trials through advanced trial science. These attorneys apply a strategic approach to handling cases and work diligently to resolve difficult legal matters for injured individuals or businesses.

Situation

"To be a successful litigator, you need to stay ahead of the curve and get to the information you need as quickly as possible," said Sam Allen, one of the attorneys at Clore Law Group.

According to Allen, this is especially true for a boutique law firm, which needs to work more efficiently than larger firms by simplifying its case research, preparation and management processes.

“In the end, we’re really trying to do whatever we can to improve client service since we know that better service translates into happier and more satisfied clients,” said Allen. “So we look for ways to consolidate our operations, speed up our research and free up our internal resources to really focus on serving clients.”

One area where the firm instinctively knew it could be more efficient was in the area of case research. The lawyers and staff members relied on various databases and online research services to conduct medical research, obtain public records and case law. They turned to Google for the medical research they needed. When their own phone calls and web searches to locate experts were insufficient, they used an expensive expert locating service to find the appropriate experts for a case—at a cost of \$1,000 per search, which they typically were forced to do twice per month. They often dispatched staff members to various libraries in town in order to track down old medical textbooks, and they even purchased textbooks when needed, at a considerable cost.

The lawyers knew there had to be a better way to get their research done more efficiently and in a more streamlined manner. When Allen learned that a competitor was using an online medical malpractice litigation solution that integrates medical and legal research, the firm decided to learn more about the product.

The screenshot displays the LexisNexis MedMal Navigator interface. At the top, it shows the user's client information and navigation options. The main dashboard is divided into several task-based sections:

- Case Value Assessment:** A scatter plot showing the percentage of fact match across different case amounts.
- Standards of Care:** A list of medical questions with status indicators (e.g., "Was the patient's consciousness assessed upon presentation? Yes").
- Legal Analysis:** A list of legal topics such as Cases, Legis, Admin Codes, Admin, Forms, and Briefs.
- Find an Expert Witness:** A list of expert witnesses with their names and locations (e.g., Smith, Jason; Omaha, Nebraska).
- Research Parties:** A list of research parties with their names and locations (e.g., Barter, Craig; Albany, New York).
- Elsevier's First Consult:** A list of medical conditions (e.g., Stroke - ischemic, Heat stroke and heat exhaustion).

A red callout box on the right side of the dashboard states: "MedMal Navigator® is comprised of six task-based areas, providing attorneys with an end-to-end medical malpractice research solution."

Solution

Allen and his colleagues were introduced to MedMal Navigator from LexisNexis. MedMal Navigator is an interactive, all-in-one medical malpractice solution designed to help medical malpractice attorneys formulate the best onpoint strategy for their cases more efficiently and cost-effectively. The tool combines medical and legal research content with a user's case facts so that attorneys can quickly assess the value of a case, understand the medical issues and standard of care, identify potential expert witnesses, and access relevant medical and legal content—all in one place.

"It goes without saying that legal research is fundamental to what we do as trial lawyers, but beyond the case law and court precedents we need to get right, medical research is in particular an exhaustive part of any medical malpractice case," said Allen. "The first thing that caught our attention was that MedMal Navigator brought all of this research into one consolidated tool."

““ There is no other product like MedMal Navigator on the market today that brings everything together for attorneys. It's comprehensive and covers every aspect of a medical malpractice case. Once my firm saw the tool, the purchase decision was a no-brainer.””

—Sam K. Allen, Litigator, Clore Law Group

The MedMal Navigator dashboard fills a critical gap for medical malpractice attorneys by addressing and relieving many of the pain points they commonly face. This includes the ability to understand medical issues by tapping into the premier medical information used by doctors and hospitals, such as the expansive collection of health information and journals from Elsevier®, the world's leading provider of science and health information. The product also allows medical malpractice attorneys to compare similar verdicts and settlements, as well as find the right expert for a case by researching experts' profiles by disease, condition and jurisdiction.

“The fact is that medical malpractice claims are very complex,” said Allen. “We could see right away that MedMal Navigator brings all of the research areas you’re going to need into one location, saving litigation teams the pain of having to go from one point to another as you chase down the information you need.”

Clore Law Group moved right away to purchase access to MedMal Navigator from LexisNexis.



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Benefits

Since using MedMal Navigator throughout the firm, Clore Law Group has experienced a wide range of important benefits.

“There is no other product like MedMal Navigator on the market today that brings everything together for attorneys,” said Allen. “It’s comprehensive and covers every aspect of a medical malpractice case. Once my firm saw the tool, the purchase decision was a no-brainer.”

According to Allen, the key benefits his firm has achieved include the following:

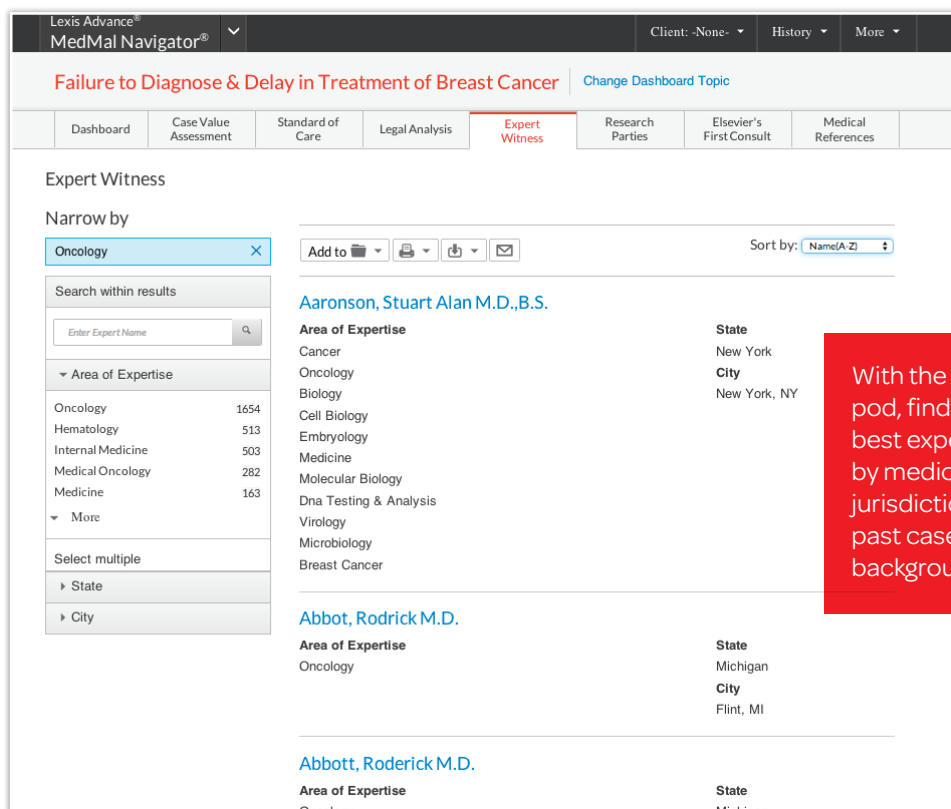
• **Medical Research**

Covering the most litigated medical malpractice topics, MedMal Navigator delivers relevant medical research content in a digital format. This saves the Clore Law Group litigators a tremendous amount of time and expense.

“With the ‘Medical Research Pod’, I can get just the document or article I need without having to dig through pages of Google results or have someone run to the library to haul back a bunch of thick textbooks,” said Allen. “MedMal Navigator automatically boils down the content for me, which provides us with huge additional cost and time savings.”

• **Locating and Researching Expert Witnesses**

In medical malpractice litigation, the credibility and effectiveness of expert witnesses can often have a substantial impact on the outcome of a case. Prior to using MedMal Navigator, the firm’s trial teams would start their quest for an expert witness by trying to find experts on their own. If they were unsuccessful, they would reach out to an expert locating service for help; these services can be very useful, but they tend to be quite expensive for a boutique law firm working on contingency: \$1,000 per expert per case.



With the Expert Witness pod, find and research the best experts for your case by medical condition and jurisdiction, including their past case involvement and background.

MedMal Navigator allows the firm’s trial teams to do targeted direct searches for appropriate experts in a case. Since they began using MedMal Navigator, Clore Law Group has not had to use their expert locating service a single time. This means that the firm has achieved substantial savings by using MedMal Navigator to help locate experts, rather than paying a specialized expert locating service.

In addition to helping the firm locate experts, MedMal Navigator also provides the firm’s litigators with detailed biographical information on all expert witnesses in a case, such as areas of medical expertise, jurisdictions typically served, as well as background information and case history. This saves significant time on research.

“When I evaluated MedMal Navigator, I thought if it could help us cut the time in half that we use our own staff, consultants, physician and nurse to research expert witnesses, the tool would pay for itself,” said Allen. “It has surpassed those goals. Just the ‘Expert Witness Pod’ alone is a reason to use MedMal Navigator as we recouped our investment in just the first two months.”

• Assessing Medical & Legal Issues

The medical content in MedMal Navigator provides excellent third-party assistance to help the litigators understand key issues involved in a case. For example, MedMal Navigator helps litigators assess the merits of a case by determining if and where a deviation in the standard of care may have occurred. This helps attorneys understand the strengths and weaknesses of a case and its legal merits.

The screenshot displays the Lexis Advance MedMal Navigator interface. At the top, it shows 'Lexis Advance MedMal Navigator' and 'Client: -None-'. The main title is 'Failure to Diagnose & Delay in Treatment of Breast Cancer'. Below this are several tabs: 'Dashboard', 'Case Value Assessment' (highlighted), 'Standard of Care', 'Legal Analysis', 'Expert Witness', 'Research Parties', 'Elsevier's First Consult', and 'Medical References'. The 'Case Value Assessment' section includes a 'Selected Topic' and 'Related Topic' dropdown, and a 'Selected Jurisdiction: New York' dropdown. A form titled 'Evaluate Value of My Case' asks 'Has the defendant raised the defense of comparative or contributory negligence?' with radio buttons for 'Yes', 'No', and 'Unknown'. Below the form are buttons for 'Submit Answer', 'View Upcoming Questions', and 'Change Previous Answers'. An 'Answered Questions' section shows a question: 'Q: How old was the patient at the time of the incident?' with an answer: 'A: 30-50'. To the right is a scatter plot titled 'Percent Fact Match' vs 'Case Amount'. The y-axis ranges from 0% to 100% in 20% increments. The x-axis ranges from \$0M to \$32M in \$6.4M increments. The plot shows several data points: green circles for 'Positive Fact Match', red circles for 'Negative Fact Match', and blue circles for 'Unanswered Questions'. A red callout box on the right contains the text: 'The Case Value Assessment pod allows you to evaluate the risk to prosecute or defend a case with in-depth verdict and settlement intelligence that's delivered specific to your case.'

The innovative MedMal Navigator “Research Assistant” provides interactive questions and answers to litigators. Doctors, nurse practitioners and attorneyeditors developed this content, which helps the firm’s trial teams quickly examine and assess the specific facts and issues of their cases via an intuitive dashboard.

The Clore litigators are all experienced medical malpractice attorneys, but they still take advantage of the “Case Assessment Pod” to assess their case by comparing it to other cases that have similar facts. The litigators can also research what the outcomes were for similar cases, to gain insight into case strategy and also ascertain case value.

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- **Comprehensive and Consolidated**

Perhaps most importantly for Clore Law Group, MedMal Navigator brings together the most critical areas of case research into one, easy-to-use solution and provides relevant information to the trial team from one location.

“With MedMal Navigator, we were able to consolidate most of our third-party services that we would typically rely on,” said Allen. “Now we use this one solution almost daily to locate experts, conduct medical research, obtain legal analysis and conduct case assessment. Aside from the tremendous time savings my firm has realized, we also saw a return on our investment after just two months of use due to the cost savings we achieved. The tool is that comprehensive and that good.”

To learn more about LexisNexis MedMal Navigator
Call **888.253.3901** or visit www.lexisnexus.com/Clore-success



Meet the Clore Law Group

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The opinions expressed within this case study represent customer opinions. LexisNexis believes this case study experience generally represents the experience found with other similar customer situations. However, each customer will have its own subjective goals and requirements and will subscribe to different combinations of LexisNexis services to suit those specific goals and requirements. This case study may not be deemed to create any warranty or representation that any other customer's experience will be the same as the experience identified herein. LexisNexis uses the customer's trademarks herein with the customer's permission.

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