



Quilia

SOLUTIONS

ALLEVIATING BURNOUT IN PERSONAL INJURY CASE MANAGEMENT

IDENTIFYING THE HIDDEN LOAD AND EXPLORING TECHNOLOGY-DRIVEN SOLUTIONS

This white paper explores the hidden stressors in personal injury case management, highlighting effective solutions and strategies to reduce burnout and improve productivity using technology.

CLIENT SELF-MANAGEMENT TOOLS

Reduce the workload on case managers by empowering clients to manage appointments, updates, and documents themselves through an intuitive client-facing platform.

TECHNOLOGY-DRIVEN CASE MANAGEMENT

By automating reminders, real-time case updates, and communication, Quilia helps law firms improve efficiency, reduce errors, and deliver better results for their clients.

Introduction

Personal injury case managers are the backbone of legal case coordination. They're responsible for connecting clients, attorneys, doctors, and insurance companies, ensuring no detail is overlooked. However, the role of a case manager has become increasingly demanding over the years. It's no longer just about handling a growing caseload, but about managing a constantly expanding set of responsibilities.

The Hidden Load of Case Management

- **Communication Overload:** As the main point of contact for clients, attorneys, doctors, and insurance companies, case managers face a continuous influx of phone calls, emails, and messages. Managing this constant stream of communication alone can be overwhelming.
- **Document Management:** From medical records to legal documents, case managers must gather, organize, and review a large volume of critical paperwork. Even a small error can cause delays or mistakes that may hurt the client's case.
- **Scheduling Complexities:** Coordinating legal consultations, medical appointments, therapy sessions, and court dates is a major part of the job. As schedules change, case managers must keep everyone updated and ensure that no conflicts arise.

These factors combine to create a situation where burnout is common. With so many moving parts, it's no surprise that many case managers feel overworked, taking work home just to keep up. And when burnout hits, it's not just the case manager who suffers—the clients do too.

Case Manager Burnout Is Real

Over 70% of personal injury case managers report feeling overwhelmed by their workload, leading to burnout and reduced productivity. Burnout doesn't just affect their personal well-being—it also impacts the efficiency of the entire legal process.

When case managers are overwhelmed, the chances of errors, missed deadlines, and delays increase. The emotional toll of burnout leads to a decrease in empathy and client engagement, which can result in lower client satisfaction and, ultimately, poorer case outcomes.

+70%

Burned Out

Burnout leads to increased errors, delays in case progress, and lower client satisfaction.

When case managers are overburdened, the entire legal process suffers.

How Technology Can Reduce Burnout

The legal industry is evolving, and technology is a critical piece of the puzzle in reducing the strain on personal injury case managers. By automating administrative tasks and streamlining communication, law firms can significantly cut down on the workload that leads to burnout. Tools like Quilia are designed to help case managers focus on high-value tasks by reducing the time spent on repetitive processes.

Key Benefits of Automation:

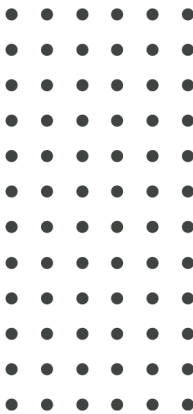
- **Automated Reminders:** Quilia automates client reminders for appointments, treatment updates, and case milestones. This eliminates the need for case managers to manually follow up, freeing up valuable time.
- **Client Self-Management:** Through Quilia, clients can take control of updating their own case details, uploading documents, and checking status updates. This shifts some of the responsibility away from the case manager, reducing their workload.
- **Real-Time Updates:** Case managers can provide real-time updates to clients via the Quilia app, ensuring clients are always in the loop without needing constant phone calls or emails.

How Technology Helps Prevent Burnout

Automation and client self-management tools are transforming the way law firms operate. By leveraging technology, case managers can offload repetitive tasks, reduce administrative overhead, and ensure clients stay informed without constant follow-up. Automating workflows not only improves efficiency but also helps case managers avoid burnout by giving them more time to focus on high-value tasks that truly impact the outcome of each case.

How Quilia Reduces Burnout

Quilia is designed to lighten the load for case managers. By empowering clients to manage their own appointments, provide treatment updates, and access real-time case information, Quilia shifts the responsibility of many routine tasks from the case manager to the client. Automated reminders and seamless communication ensure that nothing falls through the cracks, allowing case managers to focus on what they do best—delivering the best possible outcome for their clients.



Quilia's Key Features

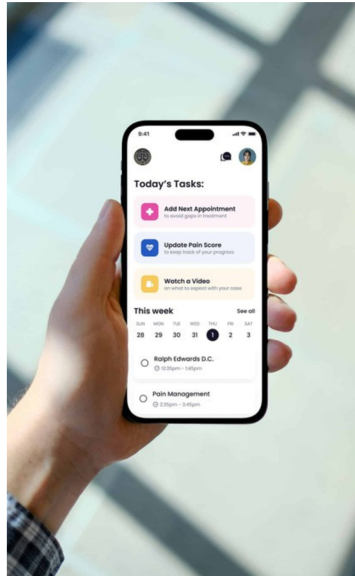
Client Self-Management

Empower clients to take control of their case

Quilia allows clients to update treatment status, manage appointments, and upload important documents directly into the system, reducing the administrative burden on case manager

Keep clients engaged and informed

By giving clients access to real-time updates and appointment reminders, Quilia ensures they stay on top of their case without the need for constant follow-ups from case managers.



Automated Reminders

Eliminate manual follow-ups

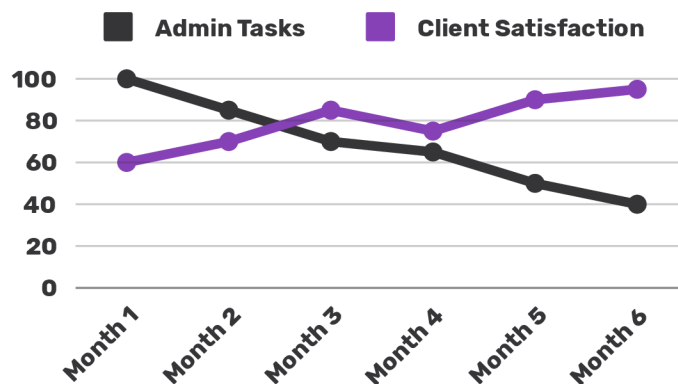
Quilia automates reminders for appointments, treatment updates, and case milestones, freeing up time for case managers to focus on more important tasks.

Boost efficiency and accuracy

Automated reminders reduce the risk of missed appointments and ensure that nothing falls through the cracks, improving overall case management.

Real-Time Updates

Quilia provides clients with real-time access to case progress, reducing the need for frequent inquiries and ensuring clients always feel informed.



Quilia's Impact Over Time: As administrative tasks decrease, client satisfaction rises. Quilia's automation tools free up valuable time for case managers while keeping clients in the loop.

Transforming Case Management

Quilia's tools are designed to streamline personal injury case management, making it easier for case managers to handle their workload while keeping clients informed and satisfied. By shifting administrative tasks to automated processes, Quilia reduces burnout and improves firm-wide productivity.

See For Yourself How Quilia Can Help You!

Quilia enhances your case management by:

- **Streamlining data collection from clients.**
- **Meticulously tracking treatment details.**
- **Boosting case values through comprehensive client engagement.**

Quilia integrates seamlessly with your existing case management systems, making it an easy addition to your workflow without adding extra burden. Experience the power of the only client management app designed for personal injury cases!



Monica
Bay Injury Law

Filevine User

Working with Quilia has been a game-changer. Onboarding was a breeze, and their team's outstanding responsiveness and meticulous attention to detail ensure that nothing falls through the cracks. Their commitment to excellence has made our workflow significantly more efficient, giving us confidence in every client interaction.



Theresa R.
Client

Why has this not been done before

My insurance company has apps to file claims, but this is the first app I've seen to help communicate with attorneys. Glad my attorney is embracing the digital age.



Alex G.
Client

Great app to help me communicate with my attorney

Last car accident I got into was a difficult process, texting and getting emailed paper files to send all the info to my attorney. Quilia makes it easy to keep my attorney updated and give them all the details about my accident. Great app and I'm looking forward to getting the compensation I deserve.

Transform Your Practice with Quilia

Quilia automates client data collection, tracks treatment details, and streamlines communication, helping law firms build stronger cases and improve outcomes. Here's how Quilia enhances your practice:

- **Automate Data Collection:** Simplify client data gathering for efficient case management.
- **Track Treatment Details:** Record detailed treatment info to strengthen cases.
- **Direct Communication:** Keep clients informed with in-app updates.
- **Document Management:** Securely generate and store case documents.
- **Client Empowerment:** Enable clients to manage their own treatment schedules.

Request a Demo

Words from Founder

At Quilia, we understand the immense pressure placed on personal injury case managers. Having spent almost 10 years working as a case manager myself, I've seen firsthand the emotional and administrative burdens that can quickly lead to burnout.



Kenny Eliason
CEO & Co-Founder of Quilia

The legal process is complex, and case managers are the unsung heroes who bridge the gap between clients, attorneys, doctors, and insurers. But too often, they're overwhelmed by the sheer volume of communication, paperwork, and scheduling that goes into managing a single case—let alone dozens at a time.

That's why we built Quilia: to empower law firms and their case managers by creating tools that help reduce the workload, streamline processes, and ultimately improve outcomes for their clients. By leveraging technology, we make it possible for clients to manage key aspects of their cases themselves—freeing up case managers to focus on higher-value tasks that really move the needle.

This white paper dives deep into the causes of burnout in personal injury case management, and how Quilia is uniquely positioned to offer real, actionable solutions. I hope this white paper serves as a valuable resource as you explore ways to enhance your practice and deliver better client outcomes.