

# Workers' Compensation Firm Improves Operational Efficiency with Arctrieval

"We're getting medical records too fast," James Zink



**Year Founded:** 2004

**Location:** Euclid, OH

**Practice Areas:** Personal Injury, Social Security Disability, Workers Compensation

[nrsinjurylaw.com](http://nrsinjurylaw.com)

NRS Injury Law represents workers' compensation and personal injury victims in all 88 counties in Ohio. The firm's 113 team members work to shift the power and level the playing field from businesses, insurers, and government agencies.

**Jerry A. Schneiberg**  
Co-Managing Partner

**James J. Zink**  
Partner

**Robert Bordonaro**  
Chief Operating Officer

**Keren Moore**  
Medical Records Coordinator

## The Challenge

At Nager, Romaine & Schneiberg, Ohio's largest workers' compensation firm, which has six physical locations and over 16,000 clients, the 90-day average turnaround time for obtaining medical and billing records created cascading delays that impacted case timelines. Clients with work-related injuries or illnesses were often left waiting for wage replacement, medical care, and other workers' compensation benefits due to missing or significantly delayed medical records.

Nagar, Romaine & Schneiberg's sheer case volume makes requesting, managing, and organizing records daunting. NRS faced three primary challenges:

1. Delays in case disposition and settlement due to missing or late medical records
2. Managing the record retrieval lifecycle
3. Getting client authorization and intake forms

Before adopting Arctrieval's web-based application, the workflow faced bottlenecks. These stemmed from the tedious process of mailing authorizations to clients and waiting for them to return the signed forms. The firm's staff often had to make numerous calls to the clients, and despite the urgency, clients frequently took over 30 days to return the signed forms.

## The Solution

Robert Bordonaro, Chief Operating Officer, commented, "Arctrieval's automatic correspondence follow-up has significantly decreased the time employees spend on the phone chasing missing or incomplete records. Arctrieval's feature to collect client signatures using emails or texts has improved client interactions. We now send a text or email to a client's smartphone, and they provide the required signatures in minutes. This feature alone has eliminated weeks of delay from the retrieval process."

*We appreciate the partnership with Arctrieval. It's been a massive game-changer for us.*  
**Jerry Schneiberg**

In addition to front-end efficiencies, Arctrieval's methodology and software substantially reduced the time it took to get responses from providers. Keren Moore, Medical Records Coordinator, estimates the firm now saves an average of 45 days per case. Keren highlighted the ease of using Arctrieval, noting how effortlessly it is to send requests, track statuses, and organize volumes of records.

## The Result

James Zink, Partner at NRS Injury Law, initially saw a need for Arctrieval to address the ongoing delays in receiving protected health information. But after implementing Arctrieval, Mr. Zink expressed a new challenge:

*"We're getting medical records too fast."*

Receiving records too quickly is a welcome issue that many law firms would be eager to have. With Arctrieval, what once often took 60 to 90 days now takes 45 days on average. This has transformed the work of the team of 115 employees from chasing after missing or delayed records to focusing on tasks that directly advance the client's case.

Robert Bordonaro emphasizes that the faster turnaround time has eliminated delays for their attorneys, enabling them to stay on schedule and proceed with hearings and settlements without waiting for missing medical and billing records. The teams feel empowered by Arctrieval's tool, which reduces stress and pressure and fosters a more productive and positive work environment.

*We achieved remarkable operational efficiency improvements with Arctrieval's web-based application. We gained complete control over records management and streamlined the request process.*

**Robert Bordonaro**

## **Impact on Growth**

NRS employees, in an informal survey, rated Arctrieval's solution a 10 out of 10. This rating underscores the system's user-friendliness and effectiveness in addressing longstanding inefficiencies, which is high praise given the immense number of medical records that flow through a firm of this size.

Looking ahead, NRS Injury Law is well-positioned for growth, supported by Arctrieval's web-based application. Arctrieval is committed to simplifying the records retrieval process, working with existing legal technology such as case management systems, and reducing the time clients wait to resolve their cases. By cutting turnaround times, streamlining workflows, and enhancing client and attorney satisfaction, Arctrieval has become an indispensable tool for NRS Injury Law.

# Arctrieval

See how Arctrieval can solve your record challenges. Request a demo at [Arctrieval.com](https://Arctrieval.com)