

# PI Firm Avoids Hiring Costs by Automating In-House Record Retrieval

“It’s like having an assistant without hiring one,” Korina Malone



**Year Founded:** 2024

**Location:** West Palm Beach, FL

**Practice Areas:** Negligent Security, Premise Liability, Motor Vehicle Accidents, Medical Malpractice, TBI, Wrongful Death

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

The West Palm Beach firm is dedicated to advocating for individuals and families affected by negligence. They provide compassionate, client-focused representation to help restore lives and pursue justice.

**Korina Malone**

Lead Paralegal & Office Manager

## The Challenge

Shalhoub Law is lean by design; every role is hands-on, and every case is personal. The firm prides itself on responsive, high-touch service—but for small teams, delivering that level of care means doing more with less.

Korina Malone, the firm’s Lead Paralegal and Office Manager, spent up to 80% of her workday managing medical and billing records—manually drafting requests, tracking signatures, logging follow-ups, and chasing down providers. Even entering reminders into Filevine became a time sink. And with so many moving parts, Korina was acutely aware that even the most careful system can break down—deadlines can be missed, or critical updates can fall through the cracks.

*“I was spending probably 75-80% of my day just handling record requests before doing any other part of my paralegal job, which was frustrating.”*

Korina Malone.

That kind of overload isn’t just inconvenient—it’s unsustainable. Without the right tools, every new case added more pressure to an already maxed-out system.

## The Solution

Shalhoub Law adopted Arctrieval to simplify and streamline the entire record request process—from generating HIPAA-compliant forms to managing follow-ups, storing documents, and tracking invoices.

Korina quickly embraced the platform's intuitive automation. Instead of drafting each request, printing, mailing, and manually logging reminders, she now manages everything through a single dashboard. Built-in email alerts flag overdue or failed transmissions, eliminating the need to enter follow-up dates in Filevine manually.

*I didn't even realize at first that Arctrieval could handle mailing too—once I set that up, it eliminated a lot of wasted steps,*

**Korina Malone**

Key features that reshaped the firm's workflow include:

- **Built-in follow-up tracking:** Automatic reminders keep the process moving without manual intervention.
- **Smart delivery options:** Arctrieval will fax and email requests to providers as well as print and mail them, cutting out time spent at the printer and post office.
- **Individual Right of Access formatting:** Requests are structured to reflect HIPAA rights, which Korina says creates a greater sense of urgency for providers to respond.

## The Result

With Arctrieval in place, Korina drastically reduced the time and effort required to manage records. Requests that once took at least 15 minutes now take about two. For a recent case involving 15 providers, preparing and logging all requests took her just 30 minutes—a task that would have taken half a day before.

She estimates she now spends just 5–10% of her workweek on records-related tasks, freeing up time for litigation support, client communication, and case strategy.

*Arctrieval is the reason I can keep  
up and still breathe,*  
**Korina Malone**

The biggest time-savers have been:

- **Greater provider responsiveness:** Requests structured under the Individual Right of Access now receive faster attention.
- **Fewer staff hours spent per case:** Routine tracking, mailing, and follow-ups are handled automatically.
- **Faster case resolution:** With less administrative delay, demand letters go out sooner—speeding up settlements.

Korina shared a compelling example: a rollover accident case involving a 19-year-old client. Despite needing records from over a dozen providers, almost everything was retrieved within two months. The case, which began on New Year's Eve, was settled by March 15—less than 75 days from accident to resolution.

## Impact on Growth

Thanks to Arctrieval, Shalhoub Law has grown without hiring additional staff, allowing the firm to stay lean while delivering high-quality, personalized service.

Korina handles nearly every aspect of case management herself. With Arctrieval managing records, follow-ups, and mailing in one centralized platform, she can keep up with demand and focus on litigation work, scheduling, and client communication.

The firm manages nearly 50 active cases and plans to scale to 100 before adding another team member. By streamlining repetitive administrative tasks, Arctrieval makes it possible for the existing team to maintain their pace without sacrificing service or hiring prematurely.

*It's not about control—it's about  
cost. Arctrieval has made the need  
to hire additional staff obsolete, at  
least right now,*  
**Korina Malone**

# Arctrieval

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