

How One Healthcare Litigation Team Solved Record Retrieval Bottlenecks

“Arctrieval’s smart approach has been a game-changer,” Brian Caplan



Year Founded: 1977

Location: Denver, CO

Practice Areas: Personal Injury, Healthcare Litigation, Medical Malpractice, Social Security Disability, Workers Compensation, Wrongful Death

wilhitewins.com

The firm’s 30 attorneys and 90 professional team members helped thousands of Coloradans and Texans put their lives back together after serious accidents or injuries.

Brian Caplan

Director of Healthcare Litigation

Rachel Lewis

Records Request Specialist

The Challenge

Brian Caplan, director of the healthcare litigation practice at The Wilhite Law Firm, leads a team managing complex, high-stakes cases where timing and cost control are critical. Many involve thousands of pages of medical and billing records. Before Arctrieval, the department faced four major hurdles:

1. Excessive delivery times—Records frequently took 7–8 months to arrive, stalling case progress.
2. High third-party costs—Traditional vendors charged \$50–\$65 per request, plus record copy fees—often totaling over \$1,000 per case.
3. Manual, repetitive workflows—Staff spent hours weekly chasing down requests and following up with providers.
4. Missing information—Medical and billing files frequently missed key documents, delaying litigation prep.

These inefficiencies drained staff resources, delayed outcomes, and frustrated clients. The legal team couldn’t move forward with incomplete records.

Before Arctrieval, the record retrieval process was the bane of my existence in the ten-plus years I've been doing this. Arctrieval's smart approach has been a game-changer,
Brian Caplan

The Solution

To solve these problems, The Wilhite Law Firm's healthcare team turned to Arctrieval. The platform helped them internalize the record request process and gain complete visibility through a centralized, automated system.

"It's a much simpler process now. I don't spend hours following up anymore—the system does it for me," Rachel Lewis, Records Request Specialist.

Key improvements included:

- Direct client requests, cutting reliance on—and cost from—external vendors.
- Automated provider follow-ups, eliminating time-consuming manual calls.
- Centralized tracking, giving the team real-time visibility into record status.

With these improvements, staff reclaimed critical time, and attorneys refocused on strategy instead of chasing paperwork.

The Result

Since adopting Arctrieval, The Wilhite Law Firm's healthcare litigation department has seen measurable benefits:

- Record turnaround time dropped from 7–8 months to just 30–40 days.
- Saving money—In one example, it reduced the cost of a client's medical and billing records from \$1,300 to \$6.50.
- Faster case resolution across the board.
- Reclaimed dozens of staff hours each week by eliminating manual follow-ups.

The department is now better equipped to resolve cases faster, lower client costs, and operate more efficiently by streamlining what was once a frustrating and time-consuming process. In a litigation environment where timing, accuracy, and client trust are critical, Arctrieval offers more than just record retrieval—it delivers a strategic advantage. Shortening case timelines and reducing expenses strengthens client relationships and gives firms the agility they need to thrive in an evolving legal landscape.

Caplan also noticed an unexpected bonus—requests made through Arctrieval received faster responses from providers than third-party services ever did.

Impact on Growth

Arctrieval has helped The Wilhite Law Firm reallocate resources and speed up cases that used to stall due to missing records. More complete documentation arrives sooner, leading to greater efficiency and case momentum.

Rachel Lewis estimates the platform saves her several hours each week—time she now uses for more strategic tasks. Shared visibility into request histories has also improved collaboration.

Looking ahead, the firm is planning tighter integration between Arctrieval and Filevine to reduce duplicate data entry and further streamline workflows.

By lowering costs, reclaiming time, and improving speed, Arctrieval gives litigation teams the agility to thrive in a competitive and fast-changing legal environment.

It's made a difference. In my practice, I can't start building a case until I have all the records. If I can get those records two, three, or even five months faster, that's huge. Arctrieval gives me a head start, moves the process along quicker, and ultimately benefits clients,

Brian Caplan



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