

KEVIN PATRICK | LAW

TRIAL ATTORNEY

A CASE STUDY WITH ATTORNEY ASSISTANT

HOW KEVIN'S LAW FIRM FOUND ITS SECRET WEAPON IN A VIRTUAL ASSISTANT

About a year ago, Kevin owner of a thriving personal injury law firm took a leap into the unknown. Like many attorneys, he was swamped with the endless paper trail of medical records, demand letters, and case management tasks. The work was important, but it pulled him away from what he did best: working with clients and moving cases forward.

That's when he met Clarice.

Clarice wasn't a paralegal down the hall or an intern sorting files. She was a virtual assistant (VA) introduced through Attorney Assistant, a company specializing in pairing law firms with skilled offshore support. Clarice quickly became more than just remote helps he became a cornerstone of Kevin's team



A YEAR IN: THE IMPACT OF SMART DELEGATION



In the year since joining, Clarice has taken over core backend responsibilities: medical record retrieval, demand letter drafting, and case management. Her work has directly contributed to faster case turnaround times, higher client satisfaction, and fewer balls dropped during peak case loads.

When asked about her impact? Kevin doesn't hesitate "10 out of 10."

More than just easing the workload, Clarice brought structure. Her consistency allowed Kevin and his team Joey (admin) and his wife (CFO/HR) to operate more like a well-oiled machine than a frantic triage unit.

And the bonus? The cost-effectiveness. Attorney Assistant's model includes HR support, compliance checks, and regular performance evaluations freeing Kevin from yet another layer of management stress.



BEYOND THE CASE: BUILDING CULTURE WITH REMOTE STAFF

Still, Kevin's not done innovating. He's exploring new ways to include Clarice and possibly future VAs more deeply into the firm's culture. Ideas are brewing, from virtual lunch and learns to collaborative Slack channels for client feedback and case wins.

WHAT'S NEXT? MARKETING, MEET CLARICE

While Clarice works remotely, she's never felt like an outsider. Kevin made sure of that. From adding her bio to the firm's website to inviting her to bi-weekly virtual "happy hours," the firm has gone beyond the basics to foster connection.

TAKEAWAY FOR LAW FIRM LEADERS



Kevin's story is a reminder that delegation isn't about doing less it's about doing better. With the right support, systems, and mindset, virtual assistants can become indispensable teammates, not just outsourced help.

And if you build the right foundation like Kevin did they won't just support your firm. They'll help it grow.



ARE YOU READY TO RECLAIM YOUR TIME AND OPTIMIZE YOUR LAW FIRM'S OPERATIONS?

ATTORNEY ASSISTANT MIGHT JUST BE THE
SOLUTION YOU'VE BEEN LOOKING FOR.

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