The Medical Record Challenge

Why Documentation Wins or Loses Personal Injury Cases in North Carolina

In most states, a strong plaintiff's case can absorb a documentation gap. In North Carolina, it cannot. The state's contributory negligence standard means that what you do not know about your client's medical history is just as dangerous as what the other side knows about it. [6][7]

A pre-existing condition surfaced by defense counsel three days before trial. A treatment gap that suggests symptom exaggeration. A physician's note that offhandedly mentions the patient 'seems fine' twelve weeks after the crash. These are the details that end NC cases, and they live in the records that too many plaintiff firms are still reviewing manually, or simply didn't have time to retrieve.

Supio Agent was built to find these details first. For North Carolina plaintiff firms, it is the difference between catching a case-ending issue in week two and discovering it at trial. [3]

The Contributory Negligence Standard and the Medical Record

North Carolina is one of only four U.S. jurisdictions that bars plaintiff recovery entirely if the plaintiff bears any share of fault. Under Smith v. Fiber Controls Corp. and Martishius v. Carolco Studios, even minor contributory negligence is a complete defense. This makes thorough medical record documentation a litigation-critical discipline, not just a case management task. [6][7]

Defense attorneys in NC specifically look for:

- Treatment gaps that suggest the injury is less severe than claimed.
- Pre-existing conditions, if not proactively addressed, that become tools for causation attacks.
- Inconsistencies between client-reported symptoms and physician notes that are exploited to suggest malingering or contributory negligence.
- The specific date of a first symptom complaint, which can become a battleground in causation disputes.

Plaintiff firms that surface these issues first, before the defense does, control the narrative. Firms that discover them at deposition do not. [6][7]

Supio Agent and the Medical Record Workflow for plaintiff firms

Supio Agent approaches medical record review differently from any other tool in the legal market. It does not search for keywords. It does not rely on attorneys or paralegals to know what to look for. Agent reads the entire record, surfaces what matters, and connects every finding back to its source document with Bates number precision. [3]

For NC plaintiff firms, the agent workflow for medical records looks like this:

- Records are uploaded once. Supio Agent begins processing immediately, without a work order or paralegal handoff. [3]
- A structured, source-linked medical chronology is generated automatically, with every treatment event time-stamped and categorized. [4]
- The agent runs simultaneously, flagging treatment gaps, pre-existing condition references, inconsistent symptom reporting, and any documentation pattern that could invite a contributory negligence attack. [5]
- Supio Agent's Chat lets attorneys and paralegals ask natural language questions directly against the record: 'Show me all neck pain complaints before the accident date.' Answers come back in seconds with source links.
- Missing record alerts notify the team when the file appears incomplete, before the defense discovers the gap. [3]

WHY PLAINTIFF FIRMS RELY ON SUPIO AGENT FOR RECORD REVIEW

In a contributory negligence state, the medical record is the entire case. Supio Agent gives plaintiff firms a level of record intelligence that is simply not achievable with manual review at scale. It finds patterns across thousands of pages, flags risks proactively, and keeps every insight traceable to its source. The result is that plaintiff attorneys walk into depositions and mediations knowing their records better than the defense does.

The Volume Problem Has Crossed a Threshold

The average PI case today involves thousands of pages of medical documentation. Complex cases, including catastrophic injury, multi-vehicle accidents, and long-tail treatment patterns, routinely exceed that.

40-80 hrs Manual Review Time for Complex Cases

80+ hrs Reclaimed Per Case by J.Chrisp Law

Amber Fernatt, Senior Paralegal and Pre-Litigation Manager at the Law Offices of J.Chrisp faced this problem directly. Her team was entering every medical treatment onto a timeline manually, then entering it all again when submitting the demand. The backlog was not a talent problem. It was a volume problem that manual workflows were structurally incapable of solving. [1]

> *"The AI assistant is amazing. She answers all of my questions. Anytime that I have a question about the case, I always go to her first."*
>
> **Amber Fernatt, Senior Paralegal / Pre-Litigation Manager, Law Offices of J.Chrisp**

After implementing Supio, J.Chrisp Law reclaimed 80+ hours per case. The manual double-entry of records was eliminated. Paralegals moved from reactive document processing to proactive case analysis, and the quality of case preparation improved at scale. [1]

Same Records, More Findings: What Supio AI Adds to Record Review

Whitley Law Firm, a North Carolina personal injury firm, describes a workflow transformation that translates directly to the NC PI litigation context: after adopting Supio, its paralegals doubled their caseloads, managing up to 100 cases each compared to the 40 they previously handled. [14]

To see how Supio would hold up against a competing solution, Whitley Law Firm ran a six-case pilot, deliberately including one file that ran over 10,000 pages, the kind of record volume that has traditionally forced paralegals into days of manual cross-referencing. The comparison made the case for switching clear, and the numbers below tell the rest of the story.

437 hrs Saved by Whitley Law Firm | **$12,000+** In Costs Saved (Incl. a 10,000+ Page Case)

For NC plaintiff firms, the specific patterns Supio Agent surfaces include:

- Symptom timelines that contradict defense causation arguments. [3]
- ICD code patterns across multiple providers that establish injury severity and permanence. [4]
- Treatment compliance records that preempt contributory negligence arguments about plaintiff behavior. [5]
- Missed diagnoses and untreated conditions that may represent additional damages. [14]
- Gaps between provider notes and billing records that could be used by the defense to attack credibility.

The 2026 Coverage Landscape and Its Documentation Implications

Effective July 1, 2025, North Carolina's mandatory auto liability minimums increased from 30/60/25 to 50/100/50, and UIM coverage became automatic in all policies. For NC plaintiff firms, this means more cases with recoverable coverage, but also more complex coverage mapping and higher demands on documentation quality to justify the increased claim values. [9][8]

Supio Agent maps all available coverage layers and connects them directly to the documented medical damages, ensuring that demand packages reflect the full available value under the new NC minimums. [3]

A proposed bill in the NC General Assembly, House Bill 969, looks to study the effects of NC's contributory negligence on citizens. If HB 969's study results in a shift to comparative fault, NC plaintiff firms will face an immediate and significant increase in case volume, making Supio Agent's automated record review and triage capabilities even more critical. [10]

Security and Compliance for NC Plaintiff Firms

Every medical record processed through Supio Agent remains in a closed, HIPAA-compliant environment. The platform is SOC 2 Type II certified, HIPAA compliant, and GDPR compliant, with 24/7 monitoring and U.S.-based data centers. Client data never touches a public model and never trains foundation models. [11]

Supio extends that same traceability into legal research through its integration with Thomson Reuters Westlaw Advantage. Attorneys can move directly from a case record in Supio into Westlaw's Deep Research and Litigation Document Analyzer, so every argument and citation is checked against Thomson Reuters' authoritative case law before it ever reaches a filing. [12] That trust is showing up in adoption: hundreds of plaintiff firms now rely on Supio, and the platform holds a 4.8/5 rating across over 60 reviews on G2. [13]

Ready to win from the start?

Book a demo at supio.com and bring a real case from your current docket.

[1] J.Chrisp Law Case Study: Paralegals Reclaimed 80+ Hours Per Case with Supio
[2] Childers, Schlueter and Smith Case Study: Finding Needles in the Haystack
[3] Supio Agent: The First Agentic AI Platform for Plaintiff Law
[4] Supio Medical Chronologies
[5] Supio Case Signals
[6] Smith v. Fiber Controls Corp., 300 N.C. 669 (1980)
[7] Martishius v. Carolco Studios, Inc., 355 N.C. 465 (2002)
[8] NC Department of Insurance: Auto Insurance Changes Effective July 1, 2025
[9] NC Session Law 2023-133: Auto Insurance Minimum Increases
[10] HB 969: Contributory Negligence Study Bill
[11] Supio Security and Compliance Standards (SOC 2 Type II, HIPAA, GDPR)
[12] Supio and Thomson Reuters: Westlaw Advantage Case Intelligence Integration
[13] Supio Reviews - G2
[14] Whitley Law Firm Case Study: How Whitley Law Streamlined Workflows with Supio