20 Questions Every PI Firm Should Ask Before Choosing an AI Partner

This evaluation framework helps your firm cut through sales talk and quickly assess whether a legal AI tool is truly built for personal injury or just dressed up to sound like it is.

Look for direct, example-backed answers. Treat vagueness as a red flag.

AI Capabilities

1   Does it have Document Intelligence?

Can it identify relationships between records like briefs, bills, police reports, and treatment notes?

2   Is it grounded in PI-specific medical records?

Look for capabilities trained directly on common PI file types, not just generic data.

3   Does it understand and extract from bills?

Ask if it can parse billing codes, charges, and dates—and connect them to case strategy.

4   How detailed and accurate is the AI assistant?

Can it provide verifiable answers? Are the assumptions it makes trustworthy - or just generic language models in legal clothing?

5   Do you have to pay for every draft or edit?

A good AI assistant should iterate with you, not charge you for every version of your demand or deposition outline.

6   Was the AI fine-tuned for PI documents?

Ask if it understands medical records, bills, and medical specials - not just how to summarize text.

7   Does it provide citations for everything it generates?

Every summary, diagnosis, or billing flag should link back to the original record. No source = no trust.

8   Does it understand ICD codes and how they drive demands?

It should be able to recognize the right codes, link them to treatment events, and use them to justify medical specials in a demand.

9   Is there a subject matter expert (SME) loop in place?

Ask if real legal experts are reviewing, correcting, and shaping how the AI performs. That's where confidence in the output comes from.

10   Is the chronology interactive and does it integrate AI chat?

The AI should help you drill into events, not just list them. Bonus if it can answer, "What happened between the first complaint and the first MRI?"

Practice Fit

11 **Was this built for PI or retrofitted from another vertical?**

Contract review ≠ litigation review. Ask what kind of firm they designed for and what use cases they started with.

12 **Can it support different PI case types?**

Medical malpractice ≠ soft tissue MVA. Make sure it understands the nuances of each.

13 **How much time does it really save per case?**

Look for real metrics like how long it takes to draft a chronology, flag treatment gaps, or prep a demand.

14 **Can it help you raise case value and not just reduce admin time?**

Ask how it helps uncover unclaimed injuries, strengthen causal links, and catch missed billing opportunities.

Proof & Results

15 **Can they show results from firms like yours?**

Ask for actual outcomes:

↗ "What did year one look like?"

↗ "What changed in staff load or case output?"

↗ "What's one PI-specific workflow you helped replace?"

Security & Control

16 **What are their security standards?**

HIPAA, audit logs, encryption in transit + at rest — get all the paperwork.

17 **Where is your data stored, and who can access it?**

Look for clear policies. Be especially cautious if they train on your data without consent.

18 **Can you export or delete your data if you leave?**

There's little room for vague answers here. You need control over your own data.

Partnership & Support

19 **What does their support model look like after you sign?**

Ask who runs onboarding, who trains your staff, and whether you get a named point of contact.

20 **How do they act on feedback?**

Ask:

↗ "How often do you ship updates?"

↗ "What's something users asked for that you built?"

No releases in 6 months tells you everything.

About Supio

Supio is the leading legal AI provider in plaintiff law.

Supio's Document Intelligence™ helps PI firms win bigger and more often while reducing time on desk.

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