

A guide by **Supio**

Guide to Practicing Safe AI

Featuring



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Inside the guide:

- Safe AI implementation protocols from practicing PI & Mass Tort firms
- Verification frameworks that capture AI's benefits while establishing rigorous safeguards against errors
- Step-by-step internal AI policy templates to fill in

Contents

1. Build firm-wide AI policies that protect everyone	2
2. Invest in comprehensive AI training	6
3. Protect client data while leveraging the power of AI.....	6
4. Client consent and ethical considerations	7
5. Generic AI solutions pose risks	8
6. Ongoing evaluation and continuous improvement	10
7. Why legal-specific AI platforms matter more than ever	10

Introduction

Increasingly, personal injury firms face a double bind: they are interested in adopting AI to stay competitive and scale their practice, but they need to invest resources and time in developing proper safeguards to deploy AI safely and responsibly.

AI technology offers undeniable advantages in case preparation and document analysis, but generic AI solutions can lead to mistakes with serious consequences - damaged cases, harmed client interests, even judicial sanctions.

This tension has created an interesting moment in legal practice. Cautious firms watch from the sidelines while some early adopters learn how to minimize the risks.

What separates the winners isn't technical expertise. It's finding the right AI that offers security measures to safeguard your practice and a systematic approach to implementation. Leading firms have built verification frameworks that capture AI's benefits while establishing rigorous safeguards - multiple validation layers, clear documentation trails, and specific protocols for catching and correcting issues before they impact cases.

1. Build firm-wide AI policies that protect everyone

Leading personal injury firms have discovered that effective AI governance begins not with technology, but with practice-focused policies. By analyzing how attorneys actually prepare cases, interact with clients, and present in court, these firms have developed frameworks that enhance rather than disrupt established workflows.

What emerges is an actionable blueprint that addresses the unique demands of personal injury practice:

Essential Policy Components

- **AI Governance & Compliance Policies** → Define acceptable AI use cases, including research, document automation, contract analysis, and litigation analytics. Ensure AI solutions comply with legal industry regulations. Implement strict controls over client data handling, encryption, and storage in compliance with data protection laws.
- **Document Automation** → Implement a two-tier review process where paralegals verify AI-generated [demand letters](#) and settlement documents before attorney final approval. Example: Authorize AI to draft settlement demand letters using your firm's templates but require paralegals to verify all case facts and attorneys to approve final versions before sending.
- **Medical Record Analysis** → Use AI to identify treatment patterns and flag potential causation evidence but require medical professionals to verify all findings. Example: When processing a multi-provider spine injury case, have AI identify all treatment dates, providers, and diagnostic codes, but mandate that a nurse consultant verify these against source documents before they enter any case analysis.

AI Implementation & Risk Management Procedures

- **AI Vendor Due Diligence** → Evaluate AI vendors for transparency, reliability, and security before integration. Ensure there are checks and balances to evaluate the outputs produced by your AI vendor
- **Human Oversight & Accountability** → Require attorneys to review AI-generated outputs to ensure accuracy and professional responsibility.
- **Error & Risk Assessment** → Implement mechanisms to identify and correct AI errors before use in legal matters. If you are working with a custom legal AI vendor, ensure there is a feedback loop for making improvements.
- **Client Consent & Disclosure** → Determine if your firm needs to inform clients when AI tools are used in their legal matters and obtain consent where necessary.

Here's how Jay Stefani, a managing partner at Levinson & Stefani and a technology enthusiast applied this policy in his firm:

Case Study: AI in Litigation

Real-Time Verification During Depositions

One firm recently used Supio to streamline preparation for a complex motor vehicle collision (MVC) case involving serious cervical and shoulder injuries. The case required coordinating findings across multiple medical specialists. Supio helped the team quickly extract critical injury documentation, identify treatment gaps, and prepare deposition questions tied directly to source documents. This saved the attorneys days of manual review and strengthened their position for negotiation and trial.



Jay Stefani

Managing Partner, Levinson & Stefani

Your firm's AI safety blueprint

Define your AI usage policy

Which specific tasks will your firm allow AI to assist with? Examples below:

- **Document Review:** AI will help us [identify key medical events in records] _____
- **Case Analysis:** AI can support by [finding case critical information in 1000s of pages medical records] _____
- **Document Drafting:** AI will help us [draft or re-write legal documentation in real-time, finding case information to enhance legal narratives] _____
- **Record Management:** AI can identify [missing records or bills] _____
- **Strategy Development:** AI will assist with [building case strategy] _____
- **Case Evaluation:** AI can help [practice opposing side arguments, pinpoint case weaknesses, or prepare witness testimonies] _____

Set your safety protocols

Our verification process requires:

- ☐ Every AI generated document must be verified by [a legal professional with source documents] _____
- ☐ Final review conducted by [the attorney assigned to the case] _____

Establish data protection

Client information will be safeguarded by:

- ☐ **Encryption method:** [HIPAA-compliant end-to-end encryption] _____
- ☐ **Access limited to:** [case team members with MFA verification] _____
- ☐ **Data stored in:** [SOC2-certified US-based servers only] _____

Choose your AI partner

Essential requirements for our AI vendor:

☐ **Must provide:** [AI specialization in personal injury documents]

☐ **Must verify:** [all citations and link to source documents] _____

☐ **Must protect:** [client data with HIPAA and SOC2 compliance] _____

☐ **Must demonstrate:** [transparency in AI operations and decision-making]

☐ **Must include:** [robust error detection and correction mechanisms]

Build your training program

Team members will learn:

☐ **How to:** [verify AI outputs against source documentation]

☐ **When to:** [escalate unclear AI responses to senior staff]

☐ **Never to:** [rely on AI without staff verification]

☐ **How to:** [understand which AI providers you can trust]

☐ **When to:** [provide feedback to improve AI performance]

Notes

2. Invest in comprehensive AI training

While AI can automate or streamline large parts of the legal workflows, human expertise that guides and controls AI systems is essential to implementing AI safely and effectively.

Technology alone cannot replace the judgment of well-trained legal professionals who understand both the capabilities and limitations of their tools.

- **For attorneys:** Focus on critical evaluation of AI-generated analysis, understanding verification protocols, and maintaining professional judgment when reviewing AI outputs. Partners and senior attorneys need deeper training on risk management and liability considerations.
- **For paralegals and case managers:** Emphasize practical verification techniques, documentation standards, and specific procedures for handling potential inaccuracies. Their role as the first line of verification requires both technical skill and professional judgment.
- **For support staff:** Provide focused training on appropriate AI use cases, basic error identification, and proper channels for escalating concerns. Even team members with limited AI interaction need a fundamental understanding of boundaries and safeguards.

Training shouldn't end after rollout. Follow up regularly with your team to ask:

- How are they actually using the AI?
- What's working and what isn't?
- What would they like it to do that it doesn't yet?

This feedback loop is critical. It improves adoption, surfaces real-world use cases, and helps evolve your internal AI best practices over time.

Client & Case Specific AI Usage Guidelines

- **Scope of AI in Case Strategy** → Define which aspects of case work (e.g., document review, document generation, witness prep, litigation prep, etc.) are AI- assisted vs. lawyer-led.
- **AI in Litigation & Negotiation** → Set policies on AI-generated insights in litigation strategy and settlement predictions.
- **Client Communication & Transparency** → Ensure clients understand how AI is used in their legal matters and its potential impact.

3. Protect client data while leveraging AI

The integration of AI into personal injury practice introduces unique data security challenges. Medical records, settlement communications, and case strategy documents flowing through AI systems require protection frameworks that extend significantly beyond standard security protocols.

- **HIPAA Compliance** → Implement role-based access controls that restrict medical record access to only necessary team members and ensure all systems processing protected health information meet HIPAA requirements.
- **SOC2 Certification** → Require SOC 2 Type 2 certification from your AI vendor to verify they maintain rigorous security controls for handling sensitive data.
- **Access Control** → Create user permission matrices that align with job responsibilities, and conduct quarterly permission audits.
- **Data Protection** → Deploy end-to-end encryption for all client data transfer and storage, with multi-factor authentication required for all system access.
- **Access Control** → Create user permission matrices that align with job responsibilities, and conduct quarterly permission audits.

AI You Can Trust

Specialized legal AI platforms like Supio incorporate custom built AI models that understand personal injury documents and workflows. And with SOC2 certification, HIPAA and GDPR compliance, your sensitive case information is protected by the highest security standards in the industry.



**SOC 2
TYPE II
CERTIFIED**



4. Client consent and ethical considerations

The question of whether and how to inform clients about AI use in their matters represents an evolving area of both ethical and practical consideration.

While jurisdictions vary in their specific requirements, forward-thinking firms are developing thoughtful approaches that balance transparency with appropriate context:

- Review ethical obligations in your jurisdiction regarding AI disclosure
- Develop clear, non-technical language describing AI use in client engagement letters
- Establish protocols for when explicit client consent may be required
- Document client communications regarding AI use in case files

Ethics at the intersection of technology and practice

As courts and bar associations begin establishing AI usage guardrails in legal practice, successful firms are proactively addressing how these tools interact with core ethical duties. Three critical areas require particular attention:

1. **Decision making** remains the attorney's domain even as AI analyzes case materials. The most effective policies address "automation bias" by establishing review protocols that maintain the lawyer's evaluative role in all substantive decisions.
2. **Client confidentiality and data protections** must extend throughout the AI workflow. This means clear policies on how client information flows through AI systems, who accesses outputs, and how sensitive data is protected at every stage.
3. **Documentation of these ethical safeguards** creates accountability, enables consistent application, and demonstrates commitment to professional standards amid technological change.

5. Generic AI solutions pose risks

Recent sanctions show judges won't tolerate AI mistakes. This oversight protocol keeps you in compliance while maximizing AI benefits.

How irresponsible use of generic AI solutions is undermining responsible lawyers

- In February 2024, a Vancouver lawyer [faced scrutiny](#) after submitting ChatGPT-generated case law in a child custody dispute. The case, meant to support her client's request to take his children overseas, proved entirely fictional.
- This wasn't an isolated incident. In June 2023, a lawyer [used ChatGPT to prepare a court filing](#) in a personal injury case against Avianca Airlines and cited at least six fake cases that didn't exist. The incident led to a sanctions hearing, and prompted at least one federal court to issue an order requiring attorneys to either certify no AI was used in filings or flag AI-generated content for verification.
- In February 2025, two different law firms [withdrew pretrial motions](#) in a personal injury lawsuit after being questioned about apparently AI-hallucinated case citations. The judge ordered the attorneys to explain why eight of nine cases cited in their motions don't exist, as defendants found these citations only appeared in ChatGPT outputs.

Effective safeguards require a multi-layered approach combining technical controls with human oversight.

Specialized personal injury AI platforms like Supio address hallucination risk by using AI models that are custom built to understand plaintiff documents and include a human expert review loop as a critical step to ensure the accuracy of AI output. In addition, a specialized AI is able to provide source-linked citations to original sources in AI generated documents like demands and chronologies, responses in AI chat and in interactions with AI applications.

Workflow Spotlight

Prince Law Firm's Blueprint for AI Quality Control

Prince Law Firm developed a systematic approach to AI implementation that solves a fundamental challenge: how to harness AI's analytical power while maintaining absolute accuracy. Their solution centers on a verification process that starts with human expertise.

The Process:

Every medical chronology in Supio undergoes expert human verification before reaching attorneys. Supio's team, combining medical and legal expertise, validates each insight against source documentation. They apply professional medical knowledge to understand treatment patterns and verify that every data point connects accurately to original records. Only after this rigorous human validation does the AI system incorporate these verified insights into its analysis capabilities.

Prince Law Firm's workflow continues through defined stages:

1. AI processes case documents to identify relevant patterns
2. Staff members review the AI-generated content
3. Attorneys provide final oversight of work product
4. The system incorporates feedback for continuous improvement

This methodical approach demonstrates how firms can maintain professional standards while accelerating case analysis. Every insight emerges with clear links to source documentation, ready for use in high-stakes litigation.

The process creates both efficiency and reliability - attorneys receive AI-powered analysis backed by a verification system that eliminates uncertainty. This practical framework shows how firms can build sustainable advantages through careful AI implementation.



Mark Prince

Founding Attorney, Prince Law Firm

6. Ongoing evaluation and continuous improvement

Workflow transformation with AI is just getting started. AI has been rapidly changing the way we work, research and communicate. Firms recognize that as AI models and tools evolve, this requires continuous refinement of AI protocols and training and a not one-time setup. Innovative firms have transformed this necessity into a strategic advantage through regular systematic evaluation processes

Creating feedback loops that drive improvement

- Firms gaining the most significant advantages foster cultures where all team members participate in knowledge sharing and system refinement. This approach leads to more effective AI adoption and usage across the firm as well as strengthens team collaboration.

Evolving alongside technological and ethical developments

- As AI technology as well as state and federal AI regulations advance, firm's AI policies should adapt accordingly. Quarterly policy reviews incorporating emerging best practices and latest legal regulations ensure your firm is always adequately prepared for the ongoing AI transformation and positions your firm favorably in the competitive PI market. Training materials should evolve in parallel, reflecting both technological capabilities and verification requirements.

7. Why legal-specific AI platforms matter more than ever

Unlike generic AI solutions, specialized AI platforms like Supio are purpose built for personal injury workflows and deeply understand plaintiff documents. This enables specialized workflows like document generation and ensures higher accuracy of AI chat results.

General vs. Specialized AI Tools (When to Use Each)

General AI tools like ChatGPT:

- **Appropriate for:** general brainstorming, non-case-specific research
- **Never for:** Citation generation, case document generation, case workflows, client-specific advice
- **Remember:** These tools lack legal-specific context understanding because they are not purpose-built to know and understand personal injury data. These general tools can also lack HIPAA and GDPR compliance.

Specialized legal AI platforms:

- **Best for:** Case document analysis, case document generation, case workflows like economics analysis and case strategy development, case analysis and summarization
- **Value-add:** Built-in verification systems, source document linking, legal-specific knowledge
- **Critical difference:** Human expert review integrated into the workflow to ensure data is accurate and elements like handwritten notes or imaging are incorporated into your case insights.

The stakes are too high for generic tools. Legal-specific platforms provide essential safeguards through direct source document links and automated verification.

See Supio In Action

Book a demo to see all the ways Supio can help your firm maximize settlements and take on more cases.

Book A Demo ↗