## **An Interview with Betty Behrens, Paralegal at NACE Law Group**

## Company Snapshot

NACE Law Group is a small personal injury law firm headquartered in Washington, DC, providing medical malpractice, birth injury, and catastrophic injury litigation services to individuals and families across Washington, DC and West Virginia.

## Primer

Betty has used Rev's AI transcription for three years to document expert witness calls and client voice notes for internal case preparation.

## Perspective

**Betty relies on Rev to capture nuanced expert testimony for medical malpractice cases.** As a paralegal at a two-attorney firm handling complex medical cases, she transcribes recorded conversations with physician experts who review cases and identify standards of care violations. These transcriptions become crucial reference materials when drafting expert reports for court filings, allowing her to copy and paste specific expert language into formal documents. While she recognizes AI's potential to streamline legal workflows, bandwidth constraints limit her exploration of Rev's expanded features.

## Pulse

• **Expert documentation** — Rev transcribes physician calls discussing case negligence → creates reference material for court expert reports

• **Internal workflow optimization** — transcriptions stored in case management system → enables easy retrieval and email sharing among team members

• **Integration opportunity** — automatic Zoom recording sync would eliminate manual upload steps → increase usage frequency for expert calls

## Protocol

*Transcript treatment:* • 89% verbatim preserved from contact responses • Removed filler words (um, uh, you know) for readability • Standardized company references to NACE Law Group

*Interview details:* • Date: 5/21/2025 • Company: NACE Law Group • Website: https://www.washingtondcinjurylawyers.com/ • **Deal Status: Closed Won**

## Transcript

**What is your role at NACE Law Group?**

Betty Behrens: I'm a paralegal.

**How big is NACE Law Group?**

Betty Behrens: Two attorneys, hopefully hiring more. So.

**Are you the only paralegal?**

Betty Behrens: No. There are two other paralegals.

**How long have you been using Rev?**

Betty Behrens: I was introduced to Rev probably maybe three years ago. When it was. It was something before it was Rev, right?

**You're using the AI version for transcription?**

Betty Behrens: AI. The AI version for transcription.

**So they had a product called Temi?**

Betty Behrens: That's it. Yeah. So I started using it when it was Temi. Right.

**For what work do you use it right now?**

Betty Behrens: Right now we use it for transcription of taped conversations with either our experts. I've used it calls with witnesses, just rather than take notes, record it, and then have Rev transcribe it for our files. We use it for, we had a client who had taken some voice notes during a meeting with a doctor at a hospital. And we transcribed those. So that's primarily what I'm using Rev for.

**Are those transcriptions ever shared externally for any reason?**

Betty Behrens: I've never shared them with anybody else. No. Just internal use.

**Including court submissions?**

Betty Behrens: Never. I've never done that. No.

**When you get the transcription back, what do you do with it?**

Betty Behrens: Yeah. We would save it to we have case management software that we use, we use Neos as our case management system. And we'll add it to the memos file in there. It's all digital. We move it around, we might attach it to an email to somebody and say, hey, here are the notes from conversation with Doctor Jones. He reviewed our case and that sort of thing. I, I don't I'm sure I would I haven't had the chance to do it yet, but it would certainly be helpful when drafting expert reports that are case filings to go back to those notes, maybe copy and paste some of the wording in my report to help with the outline of a report. Yeah.

**Can you help me understand that use case and if there's anything Rev could do to make that easier?**

Betty Behrens: Sure. So I primarily work with medical malpractice and personal injury cases. And specifically in medical malpractice cases, we have to find an expert in the same field of medicine as the doctor that we're suing. To say that there was negligence and violations of standards of care. That's the number one thing we have to do to prove our case. So generally and these are medical heavy stuff. I know some stuff about medicine, not a lot. So we tend to record conversations with these physicians that review the cases for us, review the records and say, oh, Doctor Jones missed this on the x ray and this is what happened and what he should have done, etc., etc.. And then later in the case we have to file with the court a report saying this is what our expert is going to say at trial. And they have to be pretty thorough. And so what I would expect that I would do, if I had a transcription from one of those calls with our expert, I would go back to that in order to draft that report and maybe copy and paste some stuff from that transcription into the report, that sort of thing.

**Is there anything Rev could do to make that easier for you?**

Betty Behrens: I don't know. I don't think so. I mean, it's pretty straightforward.

**What other tools do you use today?**

Betty Behrens: A lot of Adobe. Just in terms of, bate stamping, organizing records, bookmarking them in terms of organization, mostly for organization presentation, as well. So we use that we use a trial program at trial to project our exhibits, which are PDFs. Called on cue is something we use, and then case management and really it's just templates and word and converting those to PDF to electronically file them in court. We're trying some more I trying to use that, use AI generation of demand letters and like auto accident cases, which are pretty straightforward. Somebody gets in an accident, they hurt their back. Here are the bills. Your client was at fault. Those are pretty Easy to AI generate. We haven't done a whole lot of that, but we're trying to explore that. There's a group we're using called toxicity that will take the case from the get go, get all the records, feed them in, and I will spit out a demand letter for us. So we're not doing that ourselves. We're sort of farming that out at this point.

**Would it be useful if Rev integrated into any of those tools you mentioned?**

Betty Behrens: Well, certainly with we're still trying to find the perfect solution for summarizing medical records. You know, you've got somebody who, I don't know, like a chest x ray that isn't read, right. And then later down the line, they're found to have lung cancer or something. I need to find some system that can take these literally hundreds, sometimes thousands of pages of records and pull out and prepare a chronology of care. I need somebody who can take all those bills and make a nice spreadsheet of dates of service and what that cost and subtotals and totals. I haven't found that yet. Sure. In a in a manageable format.

**Can you rank these criteria as you evaluate tools like Rev: cost, speed, accuracy, data security?**

Betty Behrens: Accuracy would have to be the most important. Cost would have to be in their data security. And. Yeah.

**Have you evaluated any tools like Soup.io or EvenUp?**

Betty Behrens: We used EvenUp, and we are no longer using EvenUp. We did not. I personally didn't use them, but the attorneys and the firm have, they were not happy with the work product. And the time I think it took EvenUp to do that. And then they, like, totally flaked out on us at one point. And we had some projects with them, and then they just went off the radar and we had to hunt them down. Yeah, it was not a good parting. Soup.io has been trying to contact us. I think they were a sponsor of, like, on injury board, which is what we're, members of. I think they sponsored some webinar or something. But I haven't tried. I've heard of Scipio, but we haven't worked with them. No.

**Have you tested any of the AI features within Rev?**

Betty Behrens: No, I haven't yet. I haven't. Yeah.

**Is that because of bandwidth or hesitations?**

Betty Behrens: Definitely. It's just definitely bandwidth. Yeah. I just I sort of can't keep up with all that's out there in terms of AI. Like I said, we've tried drips and drabs going. I mean, it's the future, right? We have to figure out how we can harness it. But yeah, it's just a little too much too soon. And so, I'm just sort of getting through right now. I don't have anything where I have the luxury of sort of trying something out at this time. So it really is just sort of a, just finding the time to, or make the time to check it all out. But, I mean, we've got to find something because it's just it's it's the future, right? So everyone's going to be doing it.

**Have you used any other transcription tools besides Rev?**

Betty Behrens: I don't think so.

**Is there anything about Rev that would be more legal specific that could be baked into the product?**

Betty Behrens: I can't really think of anything specific. If I were to say if it could be more streamlined, then it would be more on the medical side, just in terms of trying to organize all those records and get them in in a way that's easy to go through, which is, I mean, what we use in our legal practice. But, I can't think of anything legal wise. I mean, maybe that would be something for firms that do sort of mass tort stuff that have just reams and reams of documents, organizing that sort of like discovery process. That would certainly be helpful. We don't have that.

**Is it just you at the firm who's using Rev, and how does it actually work?**

Betty Behrens: So. I'm, I think I'm the only one currently using Rev in my firm. I know that Chris Nace, the managing partner, he tends to record his calls when he's. We use zoom for our phone system. So when he's talking to the experts, I think zoom has a feature to summarize the call. I don't know that they record it, but I think they do an I summary. And we refer back to those notes when we're on the topic on the case, they're not very good because they're missing nuance. Right. That's why a transcription is, much more effective for what we want. And then. Yeah, we don't do much with them except internal use. We're looking at them as the case is progressing when we need to know what our experts opinions are going to be, we're not sharing them with the other side. We're not sharing them even with other witnesses in the case, because it's all discoverable and you don't want to do that. So it really is sort of like a, a work product. That we do, I used it recently to transcribe those voice notes that our client had given us. We ultimately gave the other side, the other attorneys, the actual voice notes, but we did not provide the transcription. That's that's for our use. Really? They they can pay for their own transcription if they want.

**Do you have any challenges or frustrations with Rev?**

Betty Behrens: I just haven't used it, I think nearly enough to have stumbled across anything that will be challenging. It did exactly what I wanted it to do. With my transcription, which is great. So I certainly need to poke around and see what else Rev has to offer for sure. Yeah.

**Would it be useful if whatever you use to record calls automatically synced up with Rev?**

Betty Behrens: Yeah, definitely. Absolutely. Definitely. And again, since we don't ever use those out of office, their work product, it wouldn't be any sort of laws being broken by, I guess it wouldn't even be recording it, would it? I don't I don't know how that would work, but it doesn't seem to me that it would be any sort of law breaking thing, like I'm recording this conversation. But I would certainly appreciate an actual transcription versus a summary. And yeah, for sure, I would I would definitely use that product.

**How are you recording your calls?**

Betty Behrens: I don't.

**I thought you mentioned that some client calls were recorded?**

Betty Behrens: That that's with Chris when he's on with zoom. He he sort of does that. Yeah. As the managing partner. Yeah. Yeah. And I'm usually, sometimes I'm included on the call to and I'm on a, in another extension or whatever. But traditionally, he'll take the call with the expert because it's, he's a lawyer. And then I've got to rely on. Oh, this is what the doctor said and the zoom I summary of the call, which is never helpful. So.

**Is there any features or functionalities that would make your life easier that you would like to see added to Rev?**

Betty Behrens: Yeah, I'd have to again sort of poke around and see what's there now. Again, I would love I'm also I'm not an Excel person at all, so I find very challenging to actually create sort of a spreadsheet of medical bills, which is something we always have to produce in our cases. And everybody in my office does it differently. And so I would love something like that where I could just send in the bills and say, hey, you guys make me a pretty spreadsheet for it.

**Where do you go to learn about new technology?**

Betty Behrens: That's yeah, that all those things that's and that's where I learn it. I am on this paralegal committee with the injury board. And every month a bunch of paralegals get on a zoom conference and we have a topic usually like, oh, how are you handling this? And that's where we sort of share with each other. Oh, hey, have you guys tried Rev for this? Or Rev will go to injury board and say, hey, we're willing to put on a webinar about our product or DC trial lawyers just did a case debrief, for a significant jury verdict that came out. And I was on that and that was sponsored by somebody, obviously. So so that's really sort of how we're learning about these things in our little, small, tiny community of, of medical malpractice attorneys here in DC is just, hey, what are you using that got you that successful result? So that's yeah, that's sort of how.

**Have you seen other companies work with Injury Board in that way?**

Betty Behrens: Yeah, yeah. I think Soup.io, is courts them or wants their business a lot or, I think that's how I heard of Soup.io. Maybe that way, but. Yeah, a lot of the. Yeah.