**September 12, 2018**

**Re: Letter to Claimant**

Dear Client:

This letter is to confirm that we corresponded on the telephone yesterday regarding your personal injury case. Please send us all the paperwork and photographs you have and please fill out and sign the two other attachments in the email and return them to you at your earliest convenience. We send this letter now to inform you there are certain "do's and don'ts" which you should heed to protect your rights and to assist us in representing your interests. Please read this carefully and repeatedly (as needed) to understand the process better:

(1) Do not speak with anyone about the accident. This is very important. Do not give any kind of statement about your accident to anybody. If you've already given written statements and have copies, please send them to us via email.

(2) If you are injured or think you are injured, see a doctor right away and request they refer you to specialists as necessary. Freely discuss your symptoms as it is important to inform your doctor of ALL your problems, restrictions, pains, and missed events; just don’t talk about how the accident happened or who was at fault.

* You should prepare in advance of each visit to your medical provider so list all your problems and restrictions including every pain/discomfort, the level (on a scale of 1 to 10), the type (throbbing, dull, radiating, aching, etc.) and the duration/frequency (certain times of day or certain activities). It is important to tell the doctor which activities cause pain, or that you can no longer do, including work tasks.
* For example:
  + Have you been treating your injuries (hot/cold)?
  + Do you rest more?
  + Are there activities you can no longer perform? Did you hire help around the house/yard?
  + Can you no longer exercise, or engage in other physical activities that are important to you?
  + Did you miss work?
  + Did you purchase a cane, crutches, etc.?
* Tell your doctor, so that it ends up in the report. It is important to remain in contact with your doctors and communicate these issues to them as your treatment develops so that information is included in your medical records. Continuously ask your primary provider for referrals to specialists when necessary: chiropractic, physical therapy, spinal experts, massage, MRI scans, etc.

(3) While your memories are fresh, write down on a piece of paper how the accident happened, including what the other driver said and what you remember having said. Also, write down who was present at the scene of the accident.

(4) Be sure to take photographs of your car before you have it fixed and of your injuries. Call our office if you need a camera. Take your car to its dealer for repairs as that will provide us the highest repair estimates.

(5) Send us via email all your insurance policies: we will review them and advise you which of the policies apply to this accident. Also, please send all your medical bills, hospital bills and other bills received to date relating to the accident. And, if you have a police report on the accident, send that too.

(6) Keep a journal that tracks the items listed above related to your symptoms (pain, missed activities, etc.) and other intangible problems that show how the accident altered your daily living. We will send you a pdf that we call a ‘symptom journal’ from which you can print as many pages as needed as well as a ‘sample’ symptom journal. Please be diligent about keeping your journal. We will send those to you in a few days, so you’re not inundated with information and things to do and you can focus on obtaining treatment of your injuries.

Please fill out the documents we sent you in the emails and return them to my office immediately. If you have any questions in the meantime, please don't hesitate to call us.

Very truly yours,

GOODROW LAW OFFICE

By: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Russell L. Goodrow

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