



ACCIDENT & INJURY LAWYERS

HELPING MEDICAL PROVIDERS BETTER SERVE ACCIDENT & INJURY PATIENTS

QUESTIONS EVERY OFFICE SHOULD BE ASKING:

- ✓ Do you see auto accident patients?
- ✓ Do you bill PIP?
- ✓ Do you know what to do when a patient asks legal questions?



YOUR TRUSTED LEGAL RESOURCE

Helping providers and patients navigate injury claims
with professionalism, compassion, and respect.

SHINER LAW GROUP™
ACCIDENT & INJURY LAWYERS

Dear Medical Partner,

Thank you for the care and compassion you show your patients every single day.

For more than 20 years, I've had the privilege of helping individuals and families in our community rebuild their lives after serious injuries. I've seen firsthand how the right medical care, and the right legal guidance, can make all the difference in a person's recovery.

When a patient is injured, the road ahead can feel overwhelming. Questions about insurance, medical bills, lost wages, and their legal rights can add stress to an already difficult situation. Our mission is to take those burdens off their shoulders so they can focus on what matters most: getting better.

We've created this toolkit to help you better address your patients' potential concerns. Whether it's answering a question, providing educational materials, or connecting someone with the right legal help, our team is always here as a resource for you, your staff, and your patients.

We value the trust you place in us when you refer your patients. It is a responsibility we take to heart. Every person we meet is treated with the same kindness, respect, and professionalism that you show in your practice. We pride ourselves on open communication, personal attention, and results-driven advocacy.

Thank you for the important work you do and for allowing us to support the people you serve. Together, we can make a world of difference in our community.

Gratefully,

A handwritten signature in black ink, appearing to read "David Shiner". The signature is fluid and cursive, with a large initial "D" and "S".

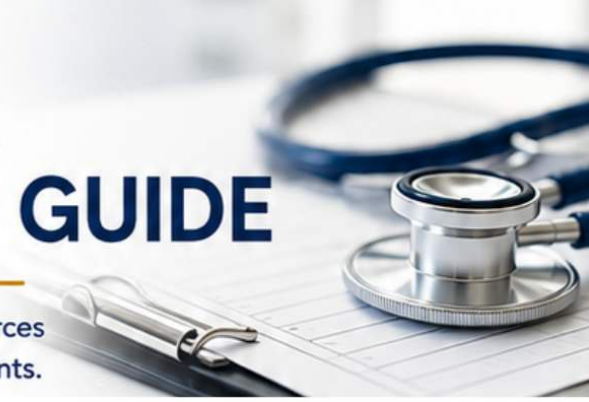
David Shiner,
Founding Attorney, Shiner Law Group



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PROVIDER RESOURCE GUIDE

Practical tools, answers, and resources to help you better serve your patients.



PIP FAQs PERSONAL INJURY PROTECTION

- What is PIP?**
PIP (Personal Injury Protection) is coverage on your auto insurance policy that helps pay for medical expenses and lost wages after a car accident, regardless of who was at fault.
- Do I have PIP benefits?**
If you have auto insurance in Florida, you likely have PIP coverage.
- How much coverage is available?**
Florida requires a minimum of \$10,000 in PIP benefits. Your policy may provide more.
- What does PIP cover?**
It can cover 80% of reasonable and necessary medical expenses and 60% of lost wages, up to your policy limit.
- Do I need an attorney to use PIP?**
No. You have the right to use your PIP benefits regardless of whether you hire an attorney. We are here if you have questions.

IMPORTANT TO KNOW
PIP is designed to help you get the medical care you need and keep you on the road to recovery.

COMMON ACCIDENT PATIENT QUESTIONS

- Should I report the accident to my insurance?** → Yes. Report it as soon as possible.
- Do I have to call an attorney?** → No. But speaking with one early can help protect your rights.
- Will PIP cover all my treatment?** → PIP has limits. If your injuries are serious, there may be additional coverage available.
- What if the other driver's insurance denies liability?** → You may still have options. We can review your case.
- Can I still have a case if I was partially at fault?** → Yes. Florida follows a modified comparative negligence rule. We can explain how it works.

WE'RE YOUR LEGAL RESOURCE
Our team is here to help you and your patients navigate PIP benefits, insurance questions, and injury claims with professionalism, compassion, and respect.

Have a question about a patient?
We're here to help.
1-800-364-4444
shinerlawgroup.com



ACCIDENT & INJURY LAWYERS

SLIP & FALL RECOVERY RESOURCE GUIDE



We're here to help your patients get answers and the care they deserve.



“WOULD YOU LIKE TO SPEAK TO AN ATTORNEY ABOUT WHAT HAPPENED?”

Even if the patient isn't sure they have a case, a **free** consultation can help them understand their options.



COMMON PLACES FALLS OCCUR



Grocery Stores



Restaurants



Hotels & Resorts



Retail Stores



Apartment Complexes



Parking Lots & Sidewalks



Healthcare Facilities



Schools & Public Buildings



SIGNS A PATIENT MAY BENEFIT FROM HELP



SERIOUS INJURY

Surgery, fractures, head injuries, or long-term treatment



FINANCIAL IMPACT

Lost income, missed work, large medical bills, or ongoing treatment costs



UNCERTAIN SITUATION

Unsure who is responsible, insurance issues, property owner denies fault, or incident wasn't documented



WHEN TO ASK ABOUT A FALL



INITIAL VISIT

Ask about how and where the fall happened. Was it reported?



SURGERY CONSULTATION

Patient may be facing significant treatment and costs.



POST-SURGICAL FOLLOW-UP

Discuss recovery, challenges, medical bills, and return to work.



PHYSICAL THERAPY & REHABILITATION

Patient continues treatment for weeks or months.



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FRONT DESK INTAKE CHECKLIST

& WHEN TO SUGGEST A LEGAL CONSULTATION

You are often the first to hear the full story. The right questions can help your patients get the care and guidance they deserve.



FRONT DESK INTAKE CHECKLIST FOR FALLS & INJURY ACCIDENTS

- Patient Name: _____
- Date of Birth: _____
- Date of Incident: _____
- Time of Incident: _____
- Where did the incident occur?

- What happened? (Brief description)

- Was the incident reported?
 Yes No Not Sure
- To whom was it reported?

- Did anyone witness the incident?
 Yes No Not Sure
- Were photos taken of the area or hazard?
 Yes No Not Sure
- What injuries did the patient sustain?

- What treatment has the patient received so far?

- Is the patient still receiving treatment?
 Yes No Scheduled
- Has the patient missed work? Yes No
- Does the patient have health insurance?
 Yes No Not Sure
- Anything else we should know?



REMEMBER:

You don't need all the details to help. Just ask the questions. We'll take it from there.



WHEN TO SUGGEST A LEGAL CONSULTATION

A simple suggestion can make a big difference. Consider mentioning a free consultation when the patient experiences any of the following:



SERIOUS INJURY

Fractures, surgery, head injuries, or long-term treatment.



ONGOING TREATMENT

Multiple visits, specialist care, therapy, or future procedures.



FINANCIAL IMPACT

Missed work, lost wages, mounting medical bills, or insurance issues.



UNCERTAIN SITUATIONS

Patient is unsure who is responsible, the property owner denies fault, or the incident wasn't documented.



INSURANCE CHALLENGES

Claims denied, adjuster not returning calls, or low settlement offers.



You can say:

"Even if you're not sure you have a case, it's free to call and ask. We can help you understand your options."



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WE'RE HERE AS YOUR LEGAL RESOURCE.

Our mission is simple: to support and serve the patients and providers in our community.

Whether you have a question, need guidance, or just want to explore options, our team is here to help.



*Partners in Care.
Focused on People.*

Thank You

**FOR ALL YOU DO
FOR OUR COMMUNITY.**

From slip and falls to auto accidents and beyond,
we are here to answer questions, provide clarity, and help people move forward.



ANSWER QUESTIONS

No pressure.
No obligation.
Just answers.



EXPLAIN OPTIONS

We help patients
understand their
rights and choices.



PROVIDE GUIDANCE

We'll walk them
through the
next steps.



TRUSTED SUPPORT

Compassionate,
respectful, and
always here to help.



FOCUSED ON RECOVERY

So your patients
can focus on what
matters most.



STRONGER TOGETHER

Building a healthier,
safer community—
together.



We understand the trust you place in us when you refer a patient
—or when a patient reaches out for help.

WE DON'T TAKE THAT TRUST LIGHTLY.

We are committed to providing exceptional service,
clear communication, and real results.



WE'RE YOUR LEGAL RESOURCE

Our team is here to help you and your patients navigate
PIP benefits, insurance questions, and injury claims with
professionalism, compassion, and respect.



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