

At Napa River, we believe in a vigorous claims philosophy.

We believe the majority of medical malpractice cases can be successfully defended through a cultivated partnership with the client, their dedicated claims representative and the selection of exceptional defense counsel. We aim to investigate all claims at an early date, and encourage our clients to contact us at first notice of a potential claim or adverse event. We know that timely investigation gives us a better understanding of the facts as we seek to prepare a defensible case. If we determine a case is one of liability and cannot be defended, we will try to negotiate a reasonable settlement quickly, without spending needless dollars. We will, of course, not settle any case without consent to settle from the client.

Dedicated Claims Specialists

Each client is assigned a dedicated claims specialist who performs all aspects of claims handling and litigation management. In this way, we develop an intimate understanding of each client's venue and location, as well as the concerns and challenges to the client's specific practice, whether it is a large physician practice, focused-care facility, large teaching hospital, etc. Our claims specialists have relevant education and backgrounds in risk management and litigation, and are committed to providing a high level of personalized service through good communication and informed decision-making.

We Work in Tandem with Clients

Our clients are an integral part of the defense team, and we welcome their input throughout the life of the claim. Whether it is communicating with the patient or family after an unexpected outcome, conferring on a negotiation strategy, or offering jury and witness observations at trial, we look to the client for valuable information in defending a claim. Particularly with respect to finding medical experts, we understand our clients have specialized insights that can give us a competitive edge. We find that involving the client as the case progresses helps ensure the team will be in sync when it comes time to make crucial decisions as to whether to take a case to trial, or attempt settlement.

Defense Counsel Philosophy

The issue of defense counsel is extremely important, and great care must be taken to make certain that we have found the best counsel available. We take the time necessary to work with our clients on this delicate issue and utilize defense counsel with whom our clients are comfortable, including those who have represented them in the past. We can also offer recommendations for counsel that can deliver a superior defense. We search for experienced, local trial attorneys who agree with our philosophy of team input and building a strong, creative, and rigorous defense. With proper defense counsel and the help of our clients, we prepare our cases for a successful defense through trial, which creates a win-win situation for all members of the defense team and leads to a very successful claims experience.

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