

ETHICS OF CLIENT INTAKE



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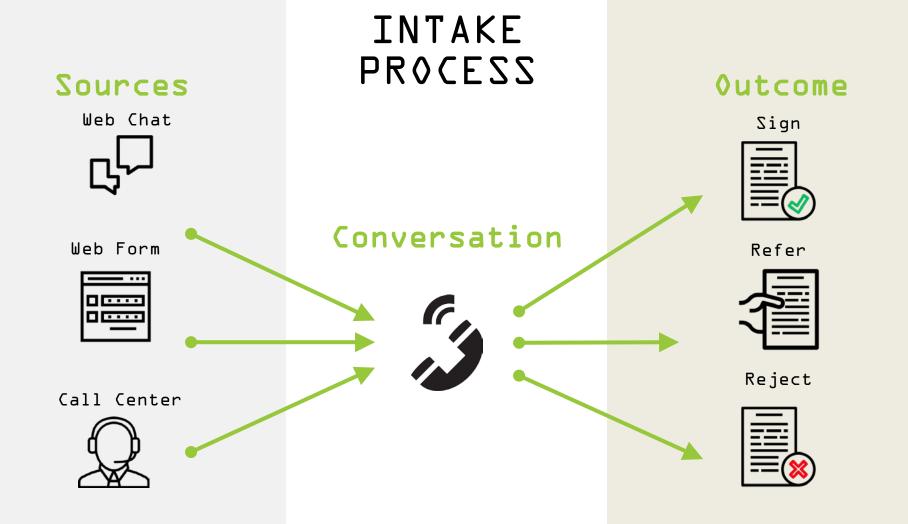


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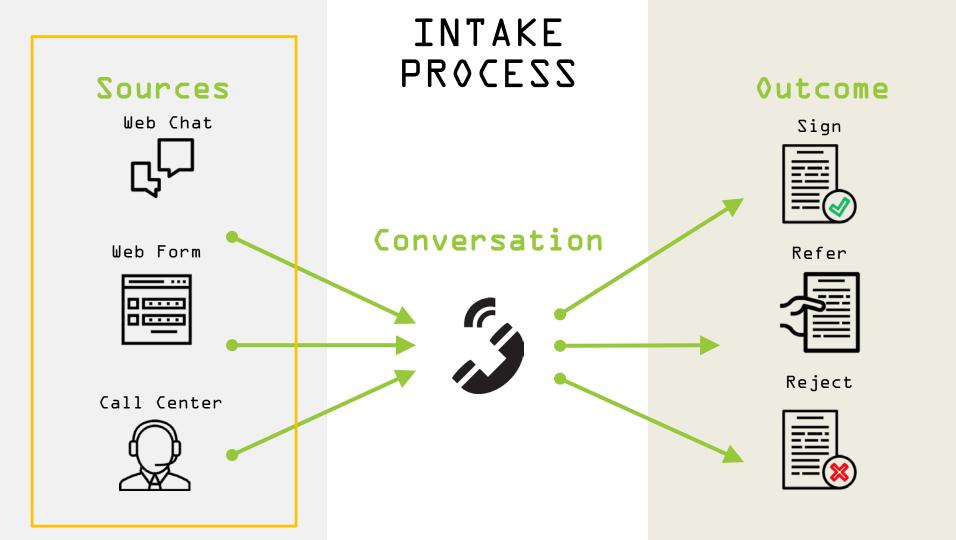
INTAKE PROCESS

Potential Pitfalls









INTAKE SOURCE

Potential Pitfall: Outsourcing

Rule 1.1: Duty of Competence

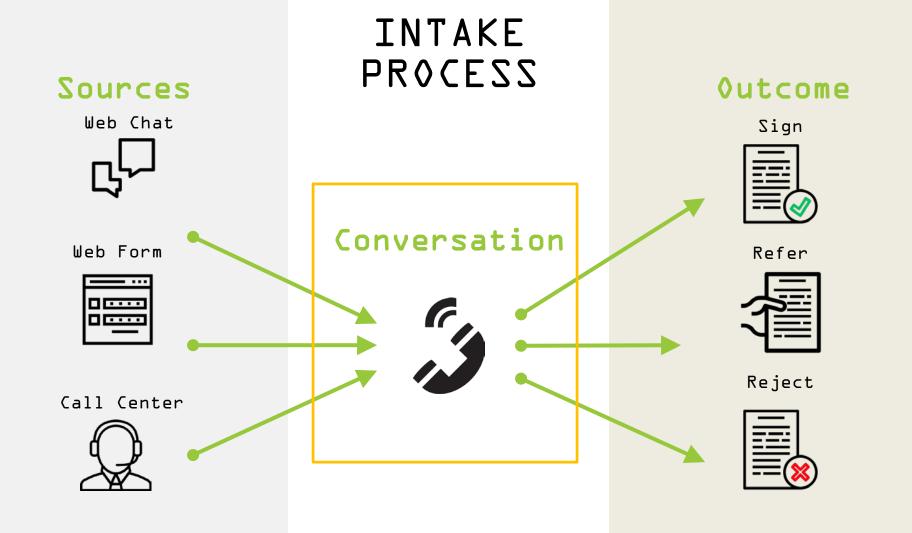
Technology

Rule 5.3: Responsibilities regarding non-lawyer assistance

Outside the firm



Best Practice:
Develop a due diligence
checklist for vendor
selection.



INTAKE CONVERSATION

Potential Pitfall: What is Said

Rule 7.1: Communications regarding a lawyer's

services

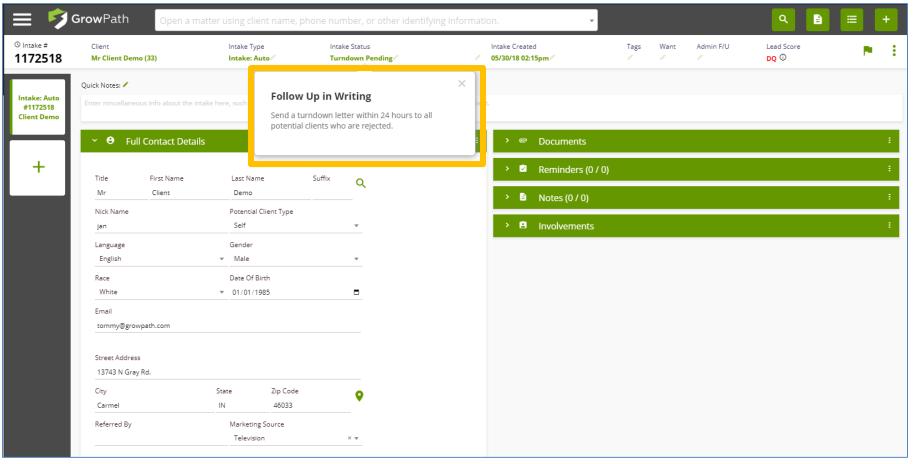
· No false or misleading statements

Rule 5.3: Responsibilities regarding non-lawyer assistants

• Within the firm; appropriate instruction and supervision



Best Practice: Use technology to



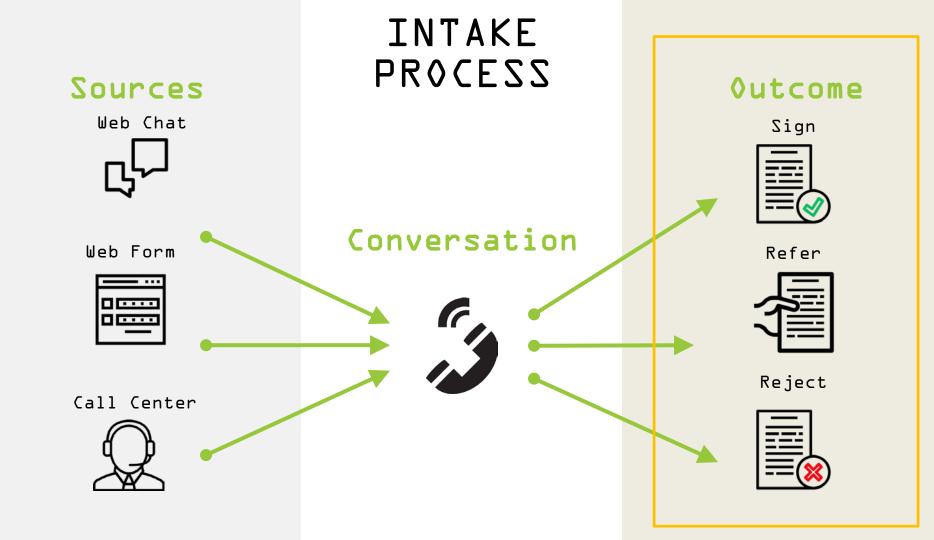
INTAKE CONVERSATION

Potential Pitfall: Conflicts

Rule 1.7: Conflicts of Interest: Current
Clients







INTAKE OUTCOME

Potential Pitfall: Signing Problem Clients

It's all about risk management.



Develop risk management formula.

INTAKE OUTCOME

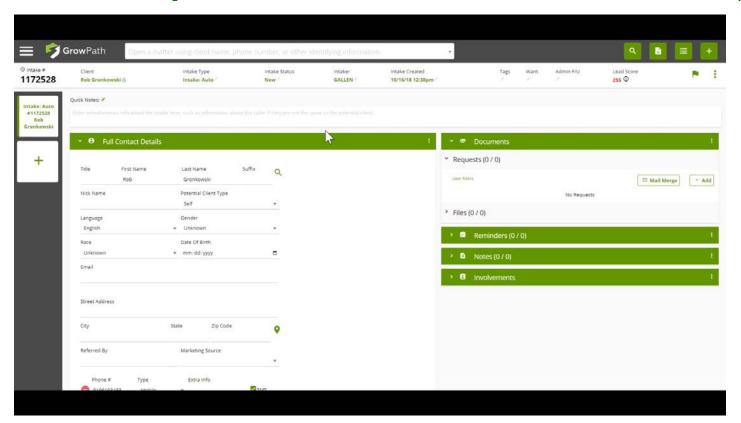
Potential Pitfall: Expectations

Is there or isn't there an attorney-client relationship?



Best Practice:

Clearly communicate and document next steps.





CLIENT + CASE + ANALYTICAL TOOLS

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