



## Integrity and Character Important in Choosing a Personal Injury Law Firm

“From my first meeting with Mark Kitrick, I had total confidence in him and trusted him to guide me through this unfamiliar process of litigation. Because I am a woman of faith, it was incredibly important to me to have a person of integrity and character represent me. I found that with Mark. Until you go through something like this, you may not understand how important it is to be guided in the right direction. Mark Kitrick’s manner is so gentle, yet highly professional. He is approachable, and very sensitive to what you’re experiencing. You think of him as a friend who is looking out for you and will always keep your best interests in mind.”

As a registered nurse, mother of four, and busy grandmother, Patti Evans has devoted her life to helping others. One day in March 2014, she picked up a Bible at her local bookstore for a young woman she was mentoring. After their session, she headed home, and, while sitting at a red light, thinking about making dinner and spending time with her family, her GMC Envoy was struck from behind. Patti was thrust violently forward. The impact was so severe that it threw her into the opposite three lanes of traffic that was, luckily, also stopped for the light. She was able to veer into the turn lane and avoid impact with those vehicles. Meanwhile, the car that hit her burst into flames.

An off-duty police officer, filling his car at a near-by service station, heard the crash and raced to the scene. He pulled the dazed young man out of the car, perhaps saving his life. As for Patti, because of her nurse’s training, she recognized immediately that she had sustained a severe whiplash, as well as injury to her shoulder.

### Aftermath

Patti had, indeed, suffered whiplash, which required a painful recuperation and six months in a rehab facility. But what made it worse was that the insurance company of the young man who hit her failed to make any kind of action or restitution, and was, in fact, refusing to take care of her mounting medical bills.

“I naively assumed that the insurance company would do the right thing regarding my medical expenses,” she said, “but that was not the case. I realized that I needed



to be represented, but had no clue about where to turn. I was being inundated with phone calls and emails from attorneys promising to ‘help me get what I deserved.’ It was an eye-opening - and bewildering - experience.”

Luckily, Patti’s husband knew Mark Kitrick and the excellent reputation of his law firm. It took Patti only one meeting to determine that he was the right person to represent her.

“I think I felt totally at ease with Mark because, from the start, I trusted him implicitly,” she noted. “I was frightened of the whole process, and terrified at even the thought of giving a deposition. This was all so foreign to me. Mark was able to ease my anxieties and guide me through the entire process.”

### Results

Today, two years after the accident, Patti has some lingering neck pain that reminds her of the accident. She has to be careful lifting her grandchildren, and is constantly aware of her head rotation. Even looking down when reading puts pressure on her neck. Every day is a challenge.

But Patti is thankful that she survived a crash that could have been far worse. And she credits the law firm of Kitrick, Lewis & Harris for successfully guiding her through the process of litigation and ensuing that her medical expenses were fully paid.

“I am so grateful that I found Kitrick, Lewis & Harris, and am indebted to Mark Kitrick for his patience and understanding throughout this ordeal,” Patti said. “He was so reassuring. I had total confidence in him and trusted him completely. I couldn’t have asked for any better representation.”

