

## ADDITIONAL SERVICES

TLB Medicals can help provide you with a range of services that will aid you in your recovery following on from your accident.

We specialise in providing a wide range of reports including:

- Orthopaedic reports
- Psychologist reports
- ENT reports
- Plastic surgeon reports

### Quick Turnaround

We pride ourselves on our speedy, ultra professional and accurate reporting service.

### High Standard

All our reports are produced to the highest standards, backed by top medical expert advice, and follow our stringent quality control processes.

Please contact us for more information about our additional services.

## COMPLAINTS PROCEDURE

TLB Medicals is committed to providing a high-quality service to everyone we deal with. In the rare circumstance that we fall short of our high standards and you wish to make a complaint about any part of the service that we have provided to you, we aim to help you resolve your complaint as quickly as possible.

We treat as a complaint any expression of dissatisfaction with our service which calls for a response. We listen to your complaints, treat them seriously, and learn from them so that we can continuously improve our service.

### Our Standards for Handling Complaints

- We treat all complaints seriously;
- You will be treated with courtesy and fairness at all times;
- We will treat your complaint in confidence;
- We will deal with your complaint promptly, and within our timescales detailed within our procedure.
- If we are unable to respond to you fully in respect of your complaint due to its complexity or because of factors outside our control, we will advise you of this and the expected timescale within which we shall be able to respond to you.

> If you still remain dissatisfied with the outcome of your complaint, you can refer the matter for mediation to the CEDR (Centre for Effective Dispute Resolution).

They can be reached at 020 7536 6000 or by email at [info@cedr.com](mailto:info@cedr.com).

> Alternatively, you can also escalate your complaint to MedCo. They can be contacted at [enquiries@medco.org.uk](mailto:enquiries@medco.org.uk)

## HOW TO MAKE A COMPLAINT

**You can make a complaint in writing to:**

📍 Bridgewater House, Surrey Road, Nelson, Lancashire, BB9 7TZ

**Alternatively you can:**

✉ [info@tlbmedicals.com](mailto:info@tlbmedicals.com)

☎ 01282 788 505

# TLB Medicals

## Who we are

TLB Medicals Ltd is an established medical reporting agency, we have provided thousands of medical reports for people who have been involved in accidents.

We are accredited by MedCo to prepare a medical report on your behalf through the Official Injury Claims Portal. Our panel of accredited medical experts will carry out your medical examination.

We have an experienced and dedicated team with extensive knowledge. They will guide you through every step of the process of you being medically examined.

## Contact Us

📍 Bridgewater House, Surrey Road, Nelson, BB9 7TZ

☎ 01282 788 505 ✉ [info@tlbmedicals.com](mailto:info@tlbmedicals.com)

🌐 [www.tlbmedicals.com](http://www.tlbmedicals.com)



## YOUR MEDICAL JOURNEY WITH TLB

During the process of making your claim through the Official Injury Claims Portal, you will be able to select TLB Medicals as your Medical Reporting Organisation.

### Your journey with TLB Medicals is explained below

#### STEP 1

When you select TLB Medicals on the Official Injury Claims Portal to obtain a medical report on your behalf, we will receive a notification from the portal and will immediately start the process of obtaining your medical report.

#### STEP 2

We will contact you within 1 business day, to acknowledge receipt of your instructions, providing you with all the information you need to ensure that the process of obtaining your medical report is swift and completely stress free. You will be assigned a specific member of our team who will assist you throughout. We will communicate with you by e-mail, telephone or by post.

#### STEP 3

A medical appointment will then be arranged with one of our experienced medical experts in your area, the appointment will be arranged at a convenient time for you. Your file handler will ensure that any special requirements that you have are taken into account when arranging your medical examination. Please advise your file handler of any additional needs when you are contacted to arrange your appointment. Your appointment will take place within 20 business days of the date we receive your instruction. You will also be sent a text message informing you of your medical appointment.

#### STEP 4

Your file handler will contact you at least 3 days prior to the date of your medical examination and take you through what to expect at the medical examination and the documents you will need to take with you. If for some reason you are unable to attend the medical appointment, please contact us on 01282 788505 to rearrange.

#### STEP 5

You will attend your appointment. The medical expert will ask you about the accident and what injuries you have suffered. The medical expert will already have received from us the claim details that you will have input into the Official Injury Claims Portal.

#### STEP 6

Your file handler will contact you following your appointment to ensure that the appointment took place as arranged and you were happy with your medical examination.

#### STEP 7

Following your appointment, the expert will send TLB Medicals your medical report, which will be checked by us prior to uploading it to the Official Injury Claims Portal. Your report will be uploaded to the Portal within 5 business days of your appointment.

We will notify you when the report has been uploaded to the Portal and available for you to review.

#### STEP 8

Please review your medical report and check that the information contained within the report is correct. Your file handler will also contact you to check that you have been able to access the report and if you require, take you through the contents of the report. If there are any factual errors within the report, these must be outlined within the Official Injury Claims Portal. We will receive notification of any factual errors that you identify and will be able to go back to the expert to obtain an amended report. When the amended report is received back from the expert, we will upload the report to the Official Injury Claims Portal and notify you.

#### STEP 9

Once you are satisfied with the content of the report, you will need to accept the report in the Official Injury Claims Portal, at which point the report will be sent to your compensator, who will make you an offer of compensation based upon the content of your report.

TLB Medical aims to make this entire process easy and stress free for you. If you have any additional questions, please contact your file handler or any member of our team on 01282 788505.

## FREQUENTLY ASKED QUESTIONS

### Who pays for my medical report?

Your Medical Report will be paid by the insurance company of the person at fault for your accident. Please rest assured that there will be no charges to you.

### Do I have to attend the medical examination?

The medical examination is a key part of the claims process. The medical expert will carry out an assessment into your injuries and give a prognosis and opinion which will be a crucial factor towards how much compensation that you receive. Without your medical report, you will not be able to proceed with your claim form compensation.

### Can I take someone with me to the medical examination?

You can take someone with you to the medical examination to help with translation. Please note that TLB Medicals do not provide any translation services.

### Will the venue have disabled access?

If you need any special requirements, then please let us know when we are booking you in for your medical appointment and we will ensure that the venue is suitable.

### What if I need to cancel or change the time of my medical appointment?

It is vital that you contact us immediately if you cannot attend the examination. Please call us 01282 788505 Monday to Friday 8am to 8pm and Saturday and Sunday and Bank Holidays 10am to 2pm and we will re-arrange your appointment.

### What if I miss my appointment?

If you miss your appointment, this will delay your case. Failing to attend multiple appointments may result in additional costs which you will be liable for. Please contact us immediately if you are unable to attend your appointment.

### How long will my medical examination be?

Your appointment with the medical examination will take approximately 15-25 minutes depending upon the severity of your injuries.

### What do I need to take to my medical examination?

You will be required to bring photographic identification of yourself such as a passport or driving license. Please note, if you do not have photographic identification then you must take 2 forms of proof of identification such as a utility bill, bank statement or council tax bill.

### How soon after my medical examination will I get my report?

The report will be available for you to view on the Official Injury Claims Portal within 5 working days of your medical examination. If there are any delays, we will contact you.

### What if there is something on my report that is incorrect or there is a mistake?

If there are any errors on the report, please contact us immediately on 01282 788505 and we will work with you to get any issues resolved.

**PLEASE DO NOT ACCEPT YOUR REPORT IF YOU ARE NOT HAPPY WITH THE REPORT ON THE OFFICIAL INJURY CLAIMS PORTAL**