

# MY MEDICAL EXAMINATION EXPLAINED

We recommend that you should arrive at the venue at least 10 minutes before your appointment time and are familiar with parking or public transport routes.

The medical examination will be held at a location that will be private, safe and secure and be regarded as a professional environment. We will always consider the best interests of the claimant. The type of venue can vary i.e., GP Practices, clinics and other medically equipped centres to hotel conference rooms, meeting rooms, offices and experts' private consulting rooms. Venues that are deemed inappropriate include commercial premises and private residences.

Upon arrival at the venue your examination will be carried out by an accredited medical expert. In most cases the only people present within the room will be yourself and the expert, although in some instances you can be accompanied by a parent/guardian and/or an interpreter.

The expert will confirm your identity by checking either a photo ID or two forms of ID showing proof of name and address (dated within last 3 months).

At your appointment, the expert will ask you specific questions relating to your accident and about the injuries that you suffered or are still suffering from. The pre-medical questionnaire should match the information that you entered into the Official Injury Claims Portal. The medical examination should last between 15 and 25 minutes.

As a part of the examination the expert will confirm your personal details, establish the accident circumstances, confirm whether you have sought any medical advice or had any treatment. You will have the opportunity to describe all the injuries sustained as a result of the incident.

It is very important that you mention all physical and psychological injuries/symptoms to their full extent. Including, any restrictions you may have experienced due to these injuries and how they have impacted your daily lifestyle i.e., work, home and hobbies.

The expert can only comment on injuries which are within their scope of expertise. If the expert cannot comment on any particular injury you will be referred onto a specialist within that field, psychological symptoms could be referred to a psychologist. This will result in a further appointment at a later date. Once you have had your medical examination, the medical expert will compile your medical report and return it back to us at TLB Medicals. We will then validate the report to ensure that the contents of the report are in line with the information you provided at the time of booking in and the information that you provided on the Official Injury Claims Portal.

