

BOOKING IN PROCESS

TLB Medicals will now appoint a Medical Expert to carry out your medical examination based on the information that you provided about the accident and subsequent injuries that you have suffered from.

We will confirm your identity using the information that you have provided on the Official Injury Claims Portal. Our team will also confirm the information that you have provided regarding your accident and medical appointments following your accident.

We will endeavour to book you in for your medical examination within 3 working days of receiving your instruction. We will book you in at a time and location that is convenient for you. If you have been to see your GP or to A&E following your accident, then we may need your consent to obtain your medical records.

Once your examination has been confirmed we will send you a letter confirming your appointment time, venue.

You will also be sent a text message to confirm your appointment details and another message will be sent asking you more specific questions about your injuries, this is a pre-medical questionnaire. You need to complete this prior to the medical examination.

If you are unable to attend your appointment

If you need to re-arrange or cancel your appointment, it is important that you contact our team between the hours of 09:30 am and 5:30pm Monday to Friday. We can help re-arrange your appointment at a time that is convenient for you.

If you have any special requests in regards to your medical examination, such as wheelchair access or visual impairments then please let our case handlers know when they book you in for your appointment.

Please could you ensure that you take a form of photographic identification to the appointment.
Eg: Driving License, Passport.

If you do not have any photographic ID, then you **must** present 2 Official Letters (e.g. Bank Statements, Council Tax Letters or Utility Bill) clearly stating their name and address.

Please be advised that if you fail to provide any form of ID, this will result in the you being turned away by the Medical Expert.

