

FREQUENTLY ASKED QUESTIONS

Who are TLB Medicals?

TLB Medicals is an independent Medical Reporting Organisation with several years of experience in providing high quality compliant medical reports. We are a MedCo accredited firm and have assisted thousands of people obtain their reports following on from their road traffic accident. We have an extensive panel of MedCo accredited experts that will conduct your medical examination.

Our panel covers the majority of all postcodes in England and Wales and we offer appointments based around your convenience and locality.

We have a trained team that will help and assist you in booking appointments and to answer general enquiries. Our team is available from 8am to 8 pm Monday to Friday. We will keep you updated at every stage and answer any questions or queries that you may have.

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 for 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 9:30am to 5:30pm 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.

What should I expect at my medical examination?

Your appointment will be with an accredited medical expert and will take approximately 15-20 mins. We recommend that you make sure that you are familiar with the venue and ensure you give yourself ample time for getting there by public transport or parking.

The expert will ask you questions at your medical related to your accident and the information that you provided on the Official Injury Claims Portal.

We recommend that you make a note of all the information that provided on the Official Injury Claims Portal to ensure that you do not miss anything out at your examination and make note of any hospital/ GP Visits, any previous accidents, full accident circumstances, any treatment received since the accident and previous medical history, any time taken off work by the client.

When will I get my Report?

We will then validate the report to ensure that it has been compiled correctly. Once the report has been validated, we will send the report to the Official Injury Claims Portal where you will be able to view it.

I am not happy with the service provided by TLB Medicals or the medical expert?

If you are not happy with any part of the booking in process through to receiving your final medical report from TLB Medicals please contact us on 01282 788505 or email us at info@tlbmedicals.com

What is the Official Injury Claims Portal?

This is a new service that went live from the 31st May 2021. It is a new service that allows the personal injury claim process to be simple, safe, secure, unbiased so anyone can claim without the requirement of legal assistance. It is for all claims in relation to road traffic accident related personal injury claims under £5000.

What is a DME and MRO?

A DME is a term used to describe Direct Medical Experts. This is an expert that specialises in conducting medical examinations for those people who have been involved in a Road Traffic Accident. A DME must abide by the rules set out by MedCo.

An MRO is a term used to describe a Medical Reporting Organisation. These are organisations that manage a panel of DME's and are responsible for producing compliant medical reports. An MRO must abide by the rules set out by MedCo. TLB Medicals is a Tier 2 MRO.

Who are MedCo?

MedCo is the system used to facilitate the sourcing of medical reports in soft tissue injury claims for low value personal injury claims in Road traffic Accidents. To learn more about MedCo please visit the following site: <https://www.medco.org.uk/>

What are the next steps in making my claim?

If you have been involved in a road traffic accident, then you may have suffered from injuries including whiplash, and due to these injuries, you may be entitled to compensation. An independent medical examination must be carried out to establish the extent of your injuries and your recovery period.

1. You have been involved in a car accident
2. You have suffered from or are suffering from injuries related to the accident
3. You have decided to make your claim through the Official Injury Claims Portal
4. You complete the required information
5. Once liability has been admitted you select a provider for your medical examination
6. Once you have selected and had your medical examination

The first stage of this process begins with you starting the claim process on the Official Injury Claims website: <https://www.officialinjuryclaim.org.uk>

From here, you will be able to make a claim as an "unrepresented claimant", you will be asked to do the following:

1. Submit a claim
2. Medical provider selection
3. Review their medical report
4. Receiving an offer
5. Accepting an offer

A video detailing the breakdown of the official injuries portal can be seen online using the following link: <https://www.youtube.com/watch?v=qLHyNEwOU0k>

How will you contact me and confirm my appointment?

TLB Medicals will be sent your instruction letter from the Official Injury Claims Portal. Once we have received this instruction, we will call you on the number provided in the instruction letter.

During our first contact we will explain the medical examination process and book you in for your examination with a medical expert in your locality.

We will aim to book you in for your medical within 3 working days of receiving your instruction.

Can I confirm that I will attend my appointment?

When we text you your appointment details, you can respond back to confirm that you will be attending.