



Obtaining a further medical report

Support Guide

1-18-2023

OFFICIAL
INJURY
CLAIM

Obtaining a further medical report

Support Guide

In some instances, you may want to obtain a further medical report after having had your first one that was booked through the portal. Common reasons for doing this are if your medical provider has recommended you seeing another type of medical expert or if you have not recovered from your injuries in the original prognosis (diagnosis) period. Once you have reviewed your first report and accepted the facts stated in the report you will be brought to the screen below. If you wish to have a second medical, you will need to select 'Obtain a further medical report' and click 'Continue'.

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Proceed with your claim

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*Note that all fields marked with * are mandatory.*

Now you have your medical report, you can decide how to progress your claim:

If you select Wait out prognosis, your claim will not progress until you return later to confirm either: you would like to proceed to offer (for example, when you have recovered from your injury), or you have not recovered from your injury by the end of the recovery prognosis period detailed in your medical report and you would like to request a further report.

If you select Proceed to offer for all scenarios, you will be asked to select which medical reports and documents you wish to share with the compensator who will use them to make you an offer.

If you select Obtain a further report, you will be asked to request a further medical report from the compensator or to obtain your own medical report.

What would you like to do next? *

Wait out prognosis
 Proceed to offer
 Obtain a further medical report

Continue
Save and Exit

Key information

- ▶ What does wait out prognosis mean?
- ▶ What does recovery prognosis period mean?
- ▶ Why obtain a further medical report?

You will then be brought to this screen where you will need to decide if you wish to obtain your own report or request for the compensator of your claim to arrange the report for you.

If you choose to obtain your own report, you will need to source and pay for the medical report yourself. You can claim the cost of the medical report back as a fee from the compensator. However, please be aware that the compensator is likely to only pay this fee back to you if they agree that the second medical report was required. To choose this option you will need to select 'Obtain my own report' and click 'Continue'. You will then need to confirm your answer on the next screen and then arrange the report outside of the portal. The next thing you will need to do on your claim is upload the completed medical report. Please head to page 5 of this guide to see how you can upload the medical report to the portal.

Requesting the report from the compensator means that they will decide if they believe a further report if required and if so, arrange and pay for the medical report. To do this you will need to select 'Request a further report' and click 'Continue'.

The screenshot shows a web interface for 'OFFICIAL INJURY CLAIM'. At the top right, there are links for 'Account Management' and 'Logout'. The main heading is 'Obtain a further medical report'. Below the heading is a 'Back' link. The text explains two options: 'Obtain my own report' (requiring a suitable expert) and 'Request a further report' (requiring confirmation to share information). There are two radio buttons: 'Obtain my own report' (unselected) and 'Request a further report' (selected). At the bottom, there are 'Continue' and 'Save and Exit' buttons. On the right side, there is a 'Key information' section with three expandable items: 'What happens if I obtain my own report?', 'Why obtain a further medical report?', and 'Why obtain your own report?'.

When requesting a report from the compensator, you will need to provide a reason for needing a further report. This will help the compensator to decide if a further report is required. On the next screen you will need to select your reason from the dropdown options displayed below. These options show all of the reasons a further medical may be required and justified. Once you have selected your reason, hit 'Continue'.

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Reason for a further medical report and examination

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*Note that all fields marked with * are mandatory.*

Select your reason for requesting a further medical report and examination: *

Select a reason -

Select a reason -

- It is recommended in the accredited medical expert's report
- I have not recovered in the time expected by the original prognosis
- The first medical report recommends that further time is required before a prognosis of my injuries can be determined
- I am receiving continuing treatment

Continue Save and Exit

You will then need to decide if you wish to share your current medical report with the compensator. You do not have to share it at this point, however, if you are requesting a further report as this is recommended in your first report, the compensator may wish to see proof of this in the original report. You will also need to provide some information around what type of medical expert you need to see. Please provide as much detail as possible here as it will assist the compensator in arranging the examination. Once completed, select 'Continue'.

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Request for a further medical examination

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*Note that all fields marked with * are mandatory.*

Do you want to share your medical report with the compensator? *

Yes No

Tell us what injury this is for, the type of medical expert you want to see and provide any additional information to support your request? *

Whiplash
Physiotherapist

Remaining: 476 characters

Continue Save and Exit

You will then need to check and confirm the answers you have provided. Once happy click 'Confirm'.

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Check your answers before proceeding

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Check your answers below, when you are satisfied with your answers select Confirm.

If you want to change anything select Change.

- ▶ Check medical report
Change
- ▶ Proceed with claim
Change
- ▶ Obtain a further medical report
Change
- ▶ Reason for a further medical report and examination
Change
- ▶ Further medical examination
Change

Confirm
Save and Exit

The claim will now go to the compensator who will review your request for a further medical and decide if they will arrange this based on the information provided. The instruction text in the green box will display this message whilst the claim is sitting with the compensator. You will be unable to progress the claim until the compensator have reviewed the request and made their decision.

What you need to do

The compensator is reviewing your request for a further medical assessment. You don't need to do anything else at this stage.

If the compensator denies the request, you will be taken back to the 'Proceed with your claim' screen (displayed on page 1 of this guide) where you will have the same three options to either, 'Wait out prognosis', 'Proceed to offer' or 'Obtain a further medical report'.

Regardless of whether you have chosen to obtain a report yourself or have requested a report from the compensator, once the examination has taken place, you have received the medical report from the medical provider and are happy with the facts stated in the report, you will need to upload the medical report to the portal.

The instruction text in the green box will show as below. You will need to select 'Upload medical report'.

What you need to do

The compensator will arrange for a medical report provider to contact you and arrange an appointment. Once you are happy that the medical report is correct, select Upload medical report to proceed with your claim.

Upload medical report

You will then be taken to the below screen. You will need to select 'Upload medical report' to upload the report to the portal.

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Upload further medical report

Your medical report will inform you about your prognosis period and any additional reports you may need to provide.

Upload your medical report by using the "Upload medical report" link.

[Upload medical report](#)

Date added	Uploaded by	Category	Document	File
22/06/2022 16:20	Colin Capp	Medical Report	Test Medical Report	docx

When did the medical examination occur? *

Day
Month
Year

Does the medical expert's report recommend that additional reports are required? *

Yes No

Does the medical report conclude that there is a whiplash injury? *

Yes No


Continue
Save and Exit

Key information

▶ What does prognosis period mean?

When you have selected 'Upload medical report' you will see the document upload screen displayed below. You can click on 'Select file(s)' to choose the document to upload from your device or drag and drop the file into the grey box. You will need to select 'Medical report' from the dropdown options for category and then click 'Upload'.


Provide a medical report ✕


 Drag and drop files here

OR

Name	File Type	Category	Actions
Test Medical Report	.docx	<div style="border: 1px solid gray; padding: 2px;"> Select file category ▾ </div> <div style="border: 1px solid gray; padding: 2px; margin-top: 2px;"> Select file category Evidence to support your claim Evidence to support your fees Other medical documents Medical Report </div>	<input type="button" value="🗑️"/>

Once uploaded you will be able to see the details of the document you have uploaded on your screen.


Account Management [Logout](#)

Upload further medical report

Your medical report will inform you about your prognosis period and any additional reports you may need to provide.

Upload your medical report by using the "Upload medical report" link.

[Upload medical report](#)

Date added	Uploaded by	Category	Document	File
28/09/2022 13:17	Colin Capp	Medical Report	Medical report	docx

Key information —

- ▶ [What does prognosis period mean?](#)

You will then need to indicate what date the medical examination took place. Below the date are two yes or no questions. You will need to read the medical report to answer these accurately. Answer 'Yes' to the first question if the medical provider has recommended a further medical examination within their report. Answer 'Yes' to the second question if the medical provider has confirmed there is a whiplash injury (commonly referred to as a soft tissue injury to the neck, back or shoulders) within the report.

When did the medical examination occur? *

Day Month Year

28 September 2022

Does the medical expert's report recommend that additional reports are required? *

Yes No

Does the medical report conclude that there is a whiplash injury? *

Yes No

If you select 'Yes' to 'Does the medical expert's report recommend that additional reports are required?' a text box will appear. In here you will need to explain the reason why an additional report has been recommended. This should be stated within the report.

Does the medical expert's report recommend that additional reports are required? *

Yes No

What is the reason for an additional report? *

Remaining: 500 characters

On the next screen you will need to provide the prognosis period that is mentioned in the report. The prognosis period is the time the medical expert has predicted it will take for you to recover from your injuries. This will be specified within the medical report. You will need to select the duration from the dropdown options. If you have already recovered from your injuries select 'Recovered' and if a prognosis period has not been determined select 'No prognosis'. In these instances, you will have an option to provide additional details in a text box.

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Tell us about your prognosis period

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*Note that all fields marked with * are mandatory.*

If further time is required before prognosis of injuries can be determined, select the "No prognosis" option.

What is the prognosis period mentioned in the medical report? *

Additional details

Remaining: 500 characters

The prognosis date will be: **28/09/2022**

If you have selected a time period, you will need to indicate if this is from the date of the accident or the date of the medical examination. This should be specified within the report. If multiple injuries have been assessed in the report, you should select the prognosis of the longest lasting injury.

When you click 'Continue', you will then be presented with a summary screen. If all the details are correct, click 'Confirm'.

Date added	Uploaded by	Category	Document	File
28/09/2022 13:17	Colin Capp	Medical Report	Medical report	docx
22/06/2022 16:20	Colin Capp	Medical Report	Test Medical Report	docx

You will then need to decide how to proceed with your claim. You will have the same three options that were displayed on page 1 of this guide.

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Proceed with your claim

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