Reviewing a medical report

Support guide

1-18-2023





Reviewing a Medical Report

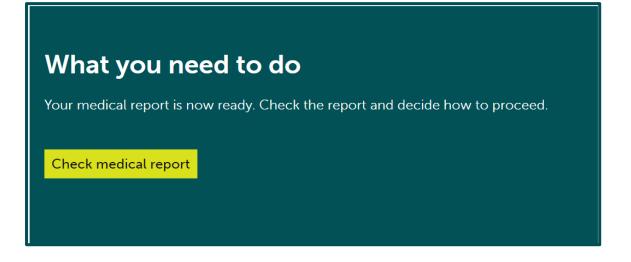
Support Guide

Once you have been for your medical examination the report will be uploaded to the portal by the medical provider. You will then need to review this report and check for any factual inaccuracies before deciding how to proceed with your claim.

Claim status (this shows what stage your claim is at. Click 'Continue' to open the claim).

My claim	New
Claimant name	t w
Accident date	01 May, 2021
Portal reference	OIC-01-22-7065
Claim reference	355
Status	Pending- CheckMedical

Instruction text (this explains your next step in the process).





The first thing you will need to do at this stage is download and review your medical report. You can do this by clicking on 'Check medical report' in the green box (see above). You will then see the below screen. The name of the medical report will be highlighted in blue in the 'Document' section. By clicking on this link, the report will be downloaded and will be able to view it on your device. You can also download the report from the 'My documents' section on your claim overview page.

OFFICIAL NJURY CLAIM					Account Management Logout
Check r Download and revie information provide	w the new medic	al report. Read thr	ough to ensure all		Key information — • What are factual errors?
Date added	Uploaded by	Category	Document	File	Where can I find the medical report?
23/03/2022 15:23	Dr Amil Queen Dr Amil Queen	Medical Report	<u>Test Medical</u> <u>Report</u>	.odt	
Continue Save a	and Exit				-

Once you have reviewed the report you will need to click 'Continue'. This will take you to another screen where you will need to decide if you wish to challenge your medical report. You can challenge the report for any factual inaccuracies, but you cannot challenge the medical provider's opinion. For example, if your address was incorrect on the report, you could challenge that, but you could not challenge the length of time that the medical provider predicts you will recover from your injury.

Firstly, we will look at how you can challenge the report. To do this, you will need to answer no to the first question 'Do you believe the facts in the medical report are complete and correct?'. This will then bring up a text box. You will need to describe the inaccuracies in the report in this text box.

You will also be asked, 'Does the medical report conclude that there is a whiplash injury?'. You will need to review the injuries section of your medical report to understand if the medical provider has concluded that you have a whiplash injury (commonly referred to as a soft tissue injury to the back, neck or shoulders) and answer the question to the best of your knowledge.

Please view the screenshot on the next page to see an example of what this screen will look like when challenging the medical report.

	OFF	
	CLA	NJURY A
OFFICIAL NJURY CLAIM		
Check medical report		
< <u>Back</u>		
Note that all fields marked with * are mandatory.		
Carefully review the contents of your medical report. You need to check the facts are correct and that nothing has been left out. You should check that the description of the accident is correct that all the injuries you discussed with the medical expert are covered, and comments on any claim for uplift that you discussed are captured in the report. You should read the Key information for a further explanation of what to check.		
You should only ask the expert to amend factual errors. The expert's medical opinion on, for example, how long it will take you to recover from your injury, is not a factual error, even if you disagree with their opinion.		
If there are factual errors, select No below and ask the expert to amend them. If there are not any factual errors, select Yes below. By selecting Yes you confirm the facts will be taken to be agreed.		
Do you believe the facts in the medical report are complete and correct? *		
Yes No		
 Important information you should be aware of Information shared here may be shown at court. 		
Describe the factual errors and anything missing from report*		
Incorrect address		
Remaining: 482 characters		
Does the medical report conclude that there is a whiplash injury? *		
Continue Save and Exit		

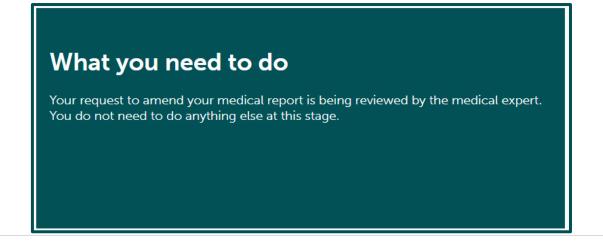


Once you have filled out these sections, you will need to click 'Continue'. This will take you to a review answer screen where you will need to double check you are happy with the options you have selected. If you want to make any changes, click 'Change'. If you are happy and wish to proceed, select 'Confirm'.

OFFICIAL NJURY CLAIM	Account Management Logout
Check your answers before proceeding	
< <u>Back</u>	
Check your answers below, when you are satisfied with your answers select Confirm.	
If you want to change anything select Change.	
Check medical report <u>Change</u>	
Confirm Save and Exit	

The claim will then sit with the medical provider who will review the challenge you have made and decide if any amendments need to be made to the report. They have the option to accept your challenge and upload an amended report or they can deny the challenge and proceed with the original report. If they have denied the challenge, you will not have the option to challenge again and will need to continue with the original report. If they accept your challenge and upload a new report, you will have the option to review this report and challenge it for factual inaccuracies in the same way as before.

When the claim is sitting with the medical provider you will see this on your claim overview page:





Now we will look at what you will need to do if you are happy with the facts stated in your medical report.

On the screen below you will need to select 'Yes' to 'Do you believe the facts stated in the medical report are complete and correct?'. Again, you will need to answer the question 'Does the medical report conclude that there is a whiplash injury?' to the best of your knowledge after reviewing the report. A whiplash injury is commonly referred to as a soft tissue injury to the back, neck or shoulders.

OFFICIAL NJURY CLAIM
Check medical report
< <u>Back</u>
Note that all fields marked with * are mandatory.
Carefully review the contents of your medical report. You need to check the facts are correct and that nothing has been left out. You should check that the description of the accident is correct that all the injuries you discussed with the medical expert are covered, and comments on any claim for uplift that you discussed are captured in the report. You should read the Key information for a further explanation of what to check.
You should only ask the expert to amend factual errors. The expert's medical opinion on, for example, how long it will take you to recover from your injury, is not a factual error, even if you disagree with their opinion.
If there are factual errors, select No below and ask the expert to amend them. If there are not any factual errors, select Yes below. By selecting Yes you confirm the facts will be taken to be agreed.
Do you believe the facts in the medical report are complete and
correct? *
Does the medical report conclude that there is a whiplash injury? *
Continue Save and Exit



Once you click 'Continue', you will then be taken to the below screen explaining your options for how to proceed with your claim. Please view our other documents available in the <u>Help Hub</u> on our website for assistance when proceeding.

