



# Reviewing a medical report

Support guide

1-18-2023

OFFICIAL  
INJURY  
CLAIM

# 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-<br>CheckMedical |

[Continue](#)

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

## What you need to do

Your medical report is now ready. Check the report and decide how to proceed.

Check medical report

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 medical report

Download and review the new medical report. Read through to ensure all information provided by the medical report provider is correct.

| Date added       | Uploaded by                    | Category       | Document                            | File |
|------------------|--------------------------------|----------------|-------------------------------------|------|
| 23/03/2022 15:23 | Dr Amil Queen<br>Dr Amil Queen | Medical Report | <a href="#">Test Medical Report</a> | .odt |

Continue Save and Exit

Key information

- ▶ What are factual errors?
- ▶ Where can I find the medical report?

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.

## Check medical report

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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? \*

Yes  No

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'.

The screenshot shows a web interface for 'OFFICIAL NJURY CLAIM'. In the top right corner, there are links for 'Account Management' and 'Logout'. The main heading is 'Check your answers before proceeding'. Below this, there is a 'Back' link. A paragraph of text instructs the user to check their answers and select 'Confirm' if satisfied, or 'Change' if they want to make adjustments. A section titled 'Check medical report' is expanded, showing a 'Change' link. At the bottom, there are two buttons: 'Confirm' (highlighted in yellow) and '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:

**What you need to do**

Your request to amend your medical report is being reviewed by the medical expert. You do not need to do anything else at this stage.

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.



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## Check medical report

◀ Back

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

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

Yes     No

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 [Help Hub](#) on our website for assistance when proceeding.

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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](#)