



Medical Provider Selection

Support Guide

9-27-2024

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INJURY
CLAIM

Medical Provider Selection

Support Guide

When a Compensator has admitted liability on your claim either in part or full, your next step will be to arrange a medical examination.

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

My claim		New
Claimant name	Test Test	
Accident date	01 January, 2021	
Portal reference	OIC-05-22-17	
Claim reference	1234	
Status	Pending-Medical	
Continue		

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

What you need to do

The compensator has admitted liability in full. You need to arrange a medical examination.

Proceed to medical

You will need to select where you will be travelling from to get to your medical appointment. You will have the option to choose your home address or select 'Other' and input a different address (for example, your place of work).

Request a medical appointment

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

You will need an appointment with an accredited medical expert to examine your injury and write a medical report. Once you have been examined and approved the report, the compensator will use this as the basis for your compensation offer.

[Does the location where you live make a difference when making an appointment with an accredited medical expert?](#)

If you live in England or Wales you will need to make an appointment with a medical expert using your address based in this location.

Where will you be travelling from for your appointment? *

☐

32 Church End Road, Shenley Brook End, MILTON KEYNES, MK5 7AB

☐

Other

Continue

Save and Exit

You will then need to set your preferences for the appointment. First off you will need to choose your type of medical report provider. You can choose a Direct Medical Expert (DME) or a Medical Reporting Organisation (MRO). A DME will be an individual medical expert. An MRO will be an organisation who will source a medical expert for you. You will also need to select how far you are willing to travel to your appointment and the gender you would like the medical expert to be.

Select your medical report provider

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

Your first step is to select a medical report provider who can offer an appointment and venue close to where you live or work. There are two ways you can do this:

- **Select a Direct Medical Expert (DME):** Our search will bring back a list of individual experts that have appointments in your local area that match your preferences.
- **Select a Medical Reporting Organisation (MRO):** An MRO will find a medical expert in your local area that meets your preferences from its own list.

You will need to contact a provider before selecting them to ensure they can accommodate an appointment.

[What is the difference between a medical reporting organisation and a direct medical expert?](#)

A Direct Medical Expert (DME) is an individual expert willing to take instructions directly from you. They will examine you and produce a medical report. The expert will communicate directly with you in relation to organising your appointment time and venue. The expert will also deal with any queries/complaints about the medical report. You (the person making the claim) must contact the DME before selecting them to ensure they can accommodate an appointment for you.

A Medical Reporting Organisation (MRO) is an independent organisation that you can instruct to assist you with the appointment of a medical expert to examine you and produce a medical report on your behalf. An MRO will have a range of medical experts, venues and appointments available and can make the arrangements for you. The MRO will assist you in queries/complaints about the medical report.

Choose your type of medical report provider? *

- ☐ Select a Direct Medical Expert (DME)
- ☐ Select a Medical Reporting Organisation (MRO) that will then select an expert for you

How far are you willing to travel to your appointment? *

- ☐ 5 miles
- ☐ 15 miles
- ☐ 30 miles

What gender would you like the medical expert to be? *

- ☐ Either
- ☐ Female
- ☐ Male

Do you have any other requirements for your appointment? *

- ☐ Yes ☐ No

Continue

Save and Exit

You will also have the option to highlight any other requirements you may have for your appointment. The options you have to select from are below:

Specify one or more requirements:

☐ Wheelchair accessible
☐ Catered for the visually impaired
☐ Catered for the hearing impaired
☐ Language interpreter
☐ Chaperone services

On the next screen you will need to confirm your selections:

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Confirm your medical appointment preferences

[Back](#)

Review your preferences. If you would like to change anything select [Change](#).
When you are satisfied select [Confirm](#).

Request a medical appointment [Change](#)

Where do you want the examination to take place?
England

Where in England or Wales will you travel from for your appointment?
Address
**Dolls House
Lowick
BERWICK-UPON-TWEED
TD152TP**

Choose your type of medical report provider?
Select a Direct Medical Expert (DME)

How far are you willing to travel to your appointment?
30 miles

What gender would you like the medical expert to be?
Either

Do you have any other requirements for your appointment?
No

Confirm

Save and Exit

Once you have hit confirm you will then be displayed with your search results. Please note that if you have selected DME you will have the option to search for an MRO instead. If you choose to do this, you will **not** be able to go back to view the DME results again. We will cover this further along in this guide.

Select a Direct Medical Expert (DME)

Important information you should be aware of

- Before making a selection you should make direct contact with the medical report provider to ensure they can accommodate an appointment that is convenient to you.
- Once you have selected the provider you cannot go back from this point.
- Please note in order to submit your selection for your selected medical organisation/expert, you will need to select continue, where you will be presented with a confirmation screen.
- Please note the telephone number shown is for the head office of the medical report provider and not where your medical examination will take place.

Once you've taken the steps above, select the medical report provider from this list.

All providers on this list have confirmed they can arrange an appointment in your area.

If you have selected a search radius of 5 miles or 15 miles, you will be able to increase this should you wish. 30 miles is the maximum search radius, and once this search distance has been increased it cannot be undone.

[Extend search radius](#)

Important information you should be aware of

You can only extend the search area and not reduce it. However, if you extend the search radius and are not happy with results, you will still have the option to select a Medical Reporting Organisation.

How far are you willing to travel to your appointment?

☐ 15 miles
 ☐ 30 miles

Was the Direct Medical Expert able to assist with your needs? *

☐ Yes
 ☐ No

If you want to choose a DME, you will then need to select a medical expert and answer the question asking if the medical expert was able to assist with your needs. Upon selecting 'Yes', you will be asked to confirm you have contacted the medical expert to ensure they can accommodate a suitable appointment for you. You should give the DMEs displayed a call on the phone number provided to confirm this. The phone number displayed may be for an office that is not local to you, but the doctor should be able to provide an examination within your search radius.

Was the Direct Medical Expert able to assist with your needs? *

☒ Yes
 ☐ No

☒ I have called the Direct Medical Expert before making the selection. *

Should you want to search for an MRO, you will then need to select a medical expert and answer 'No' to the question asking if the medical expert was able to assist with your needs. You will then be provided with the option to search for an MRO. If you have selected MRO in the first instance, then they will **not** be able to change the search results to DME.

Was the Direct Medical Expert able to assist with your needs? *

☐ Yes
 ☒ No

If a Direct Medical Expert does not meet your needs, then you can select a Medical Reporting Organisation (MRO) instead. Select Search Medical Reporting Organisations (MRO). You will not be able to do a second Direct Medical Expert (DME) search once you have selected this button.

☒ I confirm once I search for a Medical Reporting Organisation instead, I will not be able to perform a second Direct Medical Expert search again. *

When searching for an MRO, you can make your selection without calling the providers listed. The provider will then contact you to arrange the appointment. The phone number displayed will be for the organisations head office which may not be local to you, but the MRO should be able to provide a doctor to do the examination within your search radius.

Select a Medical Reporting Organisation (MRO)



Important information you should be aware of

- Your selected medical report provider (medical expert) will contact you directly. The portal will not be used for making medical appointments.
- Once you have selected the provider you cannot go back from this point.
- Please note in order to submit your selection for your selected medical organisation/expert, you will need to select continue, where you will be presented with a confirmation screen.
- Please note the telephone number shown is for the head office of the medical report provider and not where your medical examination will take place.

Once you've taken the steps above, select the medical report provider from this list.

All providers on this list have confirmed they can arrange an appointment in your area.

When the Medical Reporting Organisation have received your medical instructions, they will contact you to arrange an appointment.

Once you have selected your chosen provider, you will need to confirm this selection in the portal. Please note that once you have hit 'Confirm and Send' the instructions will be sent to your chosen medical provider, and you will **not** be able to go back and amend your selection.

Confirm medical provider selection

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You have selected an accredited medical expert for your medical appointment. Check the details before submitting this. Select Back to change any details or select Confirm and Send to submit your medical selection choice. Please note, if you do not select Confirm and Send, the medical instructions will not be sent to the medical provider.

Search Results

Dr Amil
Queen

Speciality
General Practitioner

Email
**dramilqueen@claimte
st.co.uk**

Phone number
01908443320

Confirm and Send

Save and Exit

Once you have chosen your medical provider you will be taken to the claim overview page which should look like the below screenshot. Your medical provider will contact you to arrange the date and time of your medical examination.

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[Account Management](#)
[Logout](#)

Claim overview

Accident date 01/03/2022-10:08	Created date 23/03/2022	Compensator that owns your claim OIC Compensator	Medical report provider name Dr Amil Queen
Claim reference number OIC-03-22-25137	Portal reference OIC-03-22-25137	Address Linford Wood House MK United Kingdom MK146XT 07123456789	Email dramilqueen@claimtest.co.uk
		Phone number 01908443320	
		Email 	

What you need to do

You've selected a medical report provider. The appointment will be conducted outside of the service. You do not need to do anything at this stage.

- Application Submitted
- Investigation
- Medical
- Offer
- Claim Closed

Messages

The following options are available:

[View or send message](#)

[Print messages](#)

Losses/Fees

The following options are available:

[View losses/fees](#)

[Add new losses/fees](#)

[Remove losses/fees](#)

[Print losses/fees](#)

My interim payments

The following options are available:

[Request interim payment](#)

My other actions

The following options are available:

[Change contact details](#)

[Withdraw this claim](#)

My documents

New document(s) received

Keep your claim up to date by uploading any evidence.

[View documents](#)

[Upload documents](#)