

Unrepresented & Represented Claimants



Why Choose ML Doctors?

- **Expertise:** National panel of experienced and fully vetted experts – covering a wide range of locations.
- **Vast experience** of working with Personal Injury Claimants since 2009.
- **Proven high quality service levels:** rapid turnaround times, quality reports and excellent customer service.
- **Outstanding Medical Reports** prepared by our accredited experts.
- **Robust Quality Checking Process** by ML Doctors experienced professionals: We quality check every single report to ensure accuracy and CPR compliance.
- We have a **wide selection of appointments** available every week/month.
- **We are committed to investing in technology** and our employees to streamline and enhance the Medico Legal Reporting process.
- **We are regularly audited** by MedCo (our Regulators) and ISO external auditors to ensure we meet strict compliance and regulatory criteria and service standards.



Represented Claimant

This is where you have appointed a Solicitor, Legal Representative or Company who deals with claims management, to help you process your Personal Injury Claim and act on your behalf.



Unrepresented Claimant

This is where you are managing your own personal injury claim, through the Official Injury Claim Portal. An independent medical report is required to support your personal injury claim.



Roles & Responsibilities

ML Doctors are a professional Medico Reporting Organisation (MRO) and are responsible for arranging an appointment for you with one of our skilled, qualified, experienced, vetted and approved Medical Experts, at a location and time convenient for you.

ML Doctors will ensure you receive correct and timely information at all times and will be available to guide you through the personal injury claim process. As a totally independent organisation we will ensure that the service you receive is unbiased and fair.

ML Doctors will ensure that you are provided with a professional medical report for use in your claim.

What our experienced and professional Team at **ML Doctors** will do for you:

- Do what we say we will
- Act in your best interests: this principle enables us to place YOU - the claimant first, in everything we do
- Work together with you through the claim process; in a simple and easy to understand format.
- Be accessible to you and ready to listen to any questions you may have
- Communicate effectively with you through a variety of channels
- Personalise our service to suit your needs.
- Keep you updated, answer questions promptly and provide a proactive response
- As a Medico Legal Reporting Organisation, we will use our skill and expertise to assist you every step of the way. We will appoint a Medical Expert who has the best experience and skill to prepare a medical report, that will be appropriate for your claim.



Roles & Responsibilities

Medical Experts are responsible for conducting the medical appointment, and producing an accurate timely medical report for you to use in your claim.

The Medical Expert is obliged to produce a medical report that is accurate, unbiased in accordance with Court Procedure Rules (CPR)

The Medical Expert's primary obligation is to the Court regardless of the party who instructs them. The Medical Expert's role will be to prepare a medical report in respect of your claim for personal injuries which will cover the injuries sustained from the accident.

The Medical Expert will carry out a physical examination, to assess the extent of your injuries, describe how these have affected you and provide a medical opinion as to how long your symptoms should reasonably take to recover.

The role of the Medical Expert is not to provide any treatment for you, but simply provide a medical report that will be used to value your claim.



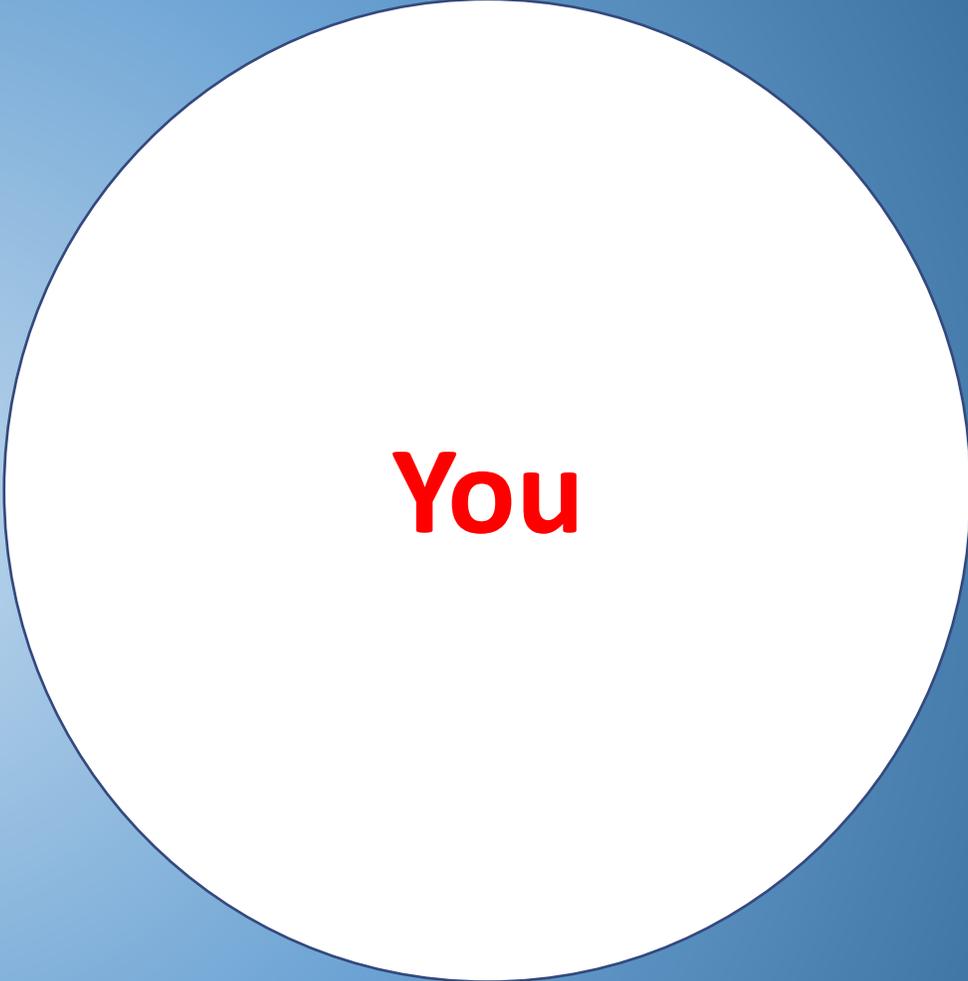
**Medical
Experts**

Roles & Responsibilities

Your Role is to provide a truthful and precise account of the incident/accident, in which you were involved and accurately detail any injuries you sustained.

Your responsibilities include:

- Ensuring that the details you submitted on the Official Injury Claim Online portal are accurate and truthful
- Cooperating and responding to communication from ML Doctors, which is essential for the smooth progression of your claim
- Attending your medical appointment or giving notice if you cannot attend, so that we can rearrange a new appointment as quickly as possible – to ensure that your claim is not delayed in any way.
- Producing photo ID and proof of address at the time of your medical examination so that your identification can be verified
- Signing any documents as required – you may be asked to sign a statement of truth (required for the court), an agreement to release your medical records (if required as part of your report) or a remote authority from (to agree to a video call in light of face-to-face examination restrictions).
- Reviewing your medical report carefully, to ensure details and injuries are correct, with no mistakes and in a timely manner. Delays in responding could affect the Medical Expert's ability to consider your proposed amendments.



You