

Expert Medical Examination company guide



AN INDEPENDENT MEDICAL REPORTING ORGANISATION

Services, sectors and
specialisms

Medico-legal reports for solicitors, insurers, employers
and healthcare partners across England and Wales.

INSIDE THIS GUIDE

Who we are and what we arrange.

Expert Medical Examination Ltd is an independent, MedCo registered Medical Reporting Organisation. We arrange medico-legal reports and the evidence around them, and the medical opinion stays with the instructed expert.



We provide the medical evidence; we do not give legal advice.

CONTENTS

01	Who we are	03
02	What we do	04
03	Who we work with	05
04	The expert panel	06
05	The reports we arrange	07
06	How an instruction works	08
07	Quality and governance	09

Full specialism list	Coverage and contact	How to instruct
10	11	12

For solicitors, insurers, employers and healthcare partners in England and Wales. Company number 16702658.

01 / WHO WE ARE

An independent reporting organisation.

Expert Medical Examination Ltd is an independent, MedCo registered Medical Reporting Organisation instructing GMC, GDC or HCPC registered experts. We arrange the assessment, the records and the report. We provide the medical evidence; the legal decisions stay with you.

**What an MRO does**

We coordinate the arrangements around an instruction: matching the discipline to the question, booking the examination, gathering records and checking the report for CPR Part 35 presentation before it reaches you.

Where we work

Examinations arranged across England and Wales, close to the claimant wherever possible.

What an MRO does not do

The medical opinion belongs to the instructed expert and their overriding duty is to the court. We check presentation, never substance, and we do not give legal advice.

A note on our name

Expert Medical is Expert Medical Examination Ltd, company number 16702658. When you send an instruction, please check you are instructing Expert Medical Examination Ltd rather than a similarly named organisation.

To be the best, not by volume or profit, but by value, delivering an effortless and transparent journey for every claimant.

02 / WHAT WE DO

Everything you need. Under one roof.

Six service lines cover an instruction from first contact to delivered report, and the supporting evidence in between.

**Medical reporting**

Medico-legal reports for road traffic, workplace, medical negligence and holiday claims, prepared to CPR Part 35 standards.

Diagnostic tests

Where an expert recommends supporting investigations such as X-ray, CT or MRI, we arrange them promptly.

Rehabilitation services

Access to trusted rehabilitation providers including physiotherapy, triage and cognitive behavioural therapy, arranged in line with the Rehabilitation Code 2015.

Case management

Dedicated medico-legal case managers for RTA, multi-track and catastrophic injury claims, from instruction through to final report.

Professional support

A named account manager on every case, responsive from first enquiry to delivery.

Psychiatric and psychological

Independent psychiatric and psychological reports for civil, criminal, family, immigration, tribunal and mental capacity matters.

03 / WHO WE WORK WITH

Four sectors, one standard of evidence.

The report is the same standard whoever instructs it. What changes is how it is written and who it has to satisfy.

**Solicitors and legal**

Specialist medico-legal reporting for personal injury firms across England and Wales, with the discipline matched to the question in dispute.

Insurance

Independent assessments for insurers, third party administrators and fleet operators, supporting claims validation and liability decisions.

Corporates and employers

Reporting for employer liability and accident at work claims, written clearly for HR and risk teams as well as lawyers.

Healthcare partners

Reporting that fits existing care pathways for NHS trusts, private providers and claims management companies.

Medical evidence for people who do not read like solicitors.

04 / THE EXPERT PANEL

Matched to the injury, not the nearest name.

Experts are allocated by clinical specialism rather than commercial relationship. An orthopaedic injury gets an orthopaedic expert. A psychiatric injury gets a psychiatrist.

**Registration**

Every expert holds current registration with the GMC, GDC or HCPC. Registration is checked, and an expert who loses it is removed from the panel.

No treating relationship

Experts are instructed where there is no prior treating relationship with the claimant, which is what keeps the assessment independent.

Disciplines covered

Orthopaedic surgery, neurology, psychiatry, clinical psychology, general practice and emergency medicine, alongside twenty four further specialisms listed later in this guide.

MedCo allocation

Where a claim qualifies for the MedCo process, allocation is randomised by the portal. We do not, and cannot, offer any route around that allocation, because the randomisation is what keeps the evidence independent.

05 / THE REPORTS WE ARRANGE

The report follows the question in dispute.

Five formats cover almost everything a solicitor instructs, and the one you need depends on what is in dispute rather than on the injury itself.

**Condition and prognosis**

The standard report in most personal injury claims. It describes the injuries, the current condition and the likely recovery period, and it is the report that allows general damages to be valued.

Addendum and Part 35 questions

Updates or adds to an existing report. Separately, under CPR 35.6 a party may put written questions to an expert, normally once and within 28 days of the report being served.

The first report in a soft tissue RTA claim

For qualifying low value soft tissue road traffic accident claims, the first report must be a fixed cost medical report sourced through MedCo rather than by direct instruction.

Causation

Addresses whether the incident actually caused the injury or condition, on the balance of probabilities. Considered alongside breach of duty in clinical negligence.

Single joint expert

Prepared by one expert instructed on behalf of two or more parties. An MRO can source and administer the instruction, but the single joint expert is the individual expert, not the organisation.

Records only review

A review of the medical records with a reasoned opinion on diagnosis, causation and prognosis to CPR Part 35 standards, without a physical examination.

06 / HOW AN INSTRUCTION WORKS

A short route from instruction to report.

Four steps, with the fee and the timetable agreed before work begins rather than after.

**01 Instruct us**

Tell us the claim type, the injuries under consideration and any deadlines. We respond to every instruction within 24 hours and begin case triage immediately.

02 Expert matched

We match the case to an expert by specialism, location and availability, and confirm the expert and the fee before you commit.

03 Assessment

The appointment is arranged at a location convenient to the claimant, with identity checked and any access, interpreter or communication needs agreed in advance.

04 Report delivered

The report is checked for CPR Part 35 presentation and delivered within the timescale agreed at instruction. Part 35 questions are answered by the reporting expert.

Timescales and fees are agreed with the instructing party at instruction, because both depend on the specifics of the claim.

07 / QUALITY AND GOVERNANCE

Quality that is checked, not assumed.

Before any report leaves us it is reviewed against CPR Part 35 and Practice Direction 35, including the declarations and statement of truth the court expects. The expert overriding duty is to the court, not to the party paying for the report, and that principle runs through the whole process.

**Presentation, not substance**

We quality check the report for CPR Part 35 presentation without altering the expert opinion. Where something needs to change, the expert changes it.

Data protection

Case data is handled confidentially in line with UK data protection law through a secure client portal. Registered with the Information Commissioner, ICO registration ZC040477.

Permission remains with the court

A compliant report is credible and prepared for use in proceedings. Permission to rely on expert evidence under CPR 35.4, and admissibility, remain matters for the court.

Complaints

A published complaints policy and a dedicated Complaints Officer. Concerns about a report are raised with the expert, whose duty to check the report sits with them.

THE FULL LIST

Specialisms we arrange.

Report types available across the panel. Where a claim needs a discipline not listed here, ask and we will tell you whether we can source it.

Medical experts and consultants

- | | | |
|--------------------------|-------------------------|--------------------|
| • Catastrophic Injury | • Hip Surgeon | • Respiratory |
| • Dental Surgeon | • Maxillofacial Surgeon | • Rheumatology |
| • Dermatologist | • Neurology | • Spinal Surgeon |
| • Emergency Medicine | • Ophthalmology | • Upper Limb |
| • ENT | • Orthopaedic Surgeon | • Urology |
| • Foot and Ankle Surgeon | • Pain Medicine | • Vascular Surgeon |
| • General Surgery | • Plastic Surgeon | • Vestibular |
| • General Practice | • Psychiatry | |
| • Gynaecology | • Psychology | |

Diagnostics

- | | | |
|-------------|----------------------------|-----------------|
| • MRI Scans | • Nerve Conduction Studies | • X-Ray Imaging |
|-------------|----------------------------|-----------------|

Therapy and other

- | | |
|---------------------|-----------------|
| • Housing Disrepair | • Physiotherapy |
|---------------------|-----------------|

Psychiatric and psychological

- | | | |
|---|-------------------------|----------------------------------|
| • Personal Injury and Clinical Negligence | • Mental Capacity | • Private Reports |
| • Criminal Law | • Tribunal | • Psychiatry |
| • Family Law | • Housing and Disrepair | • Psychology and Neuropsychology |
| • Immigration and Asylum | • Parole Board | • Autism and ADHD |

Registration with the General Medical Council, General Dental Council or Health and Care Professions Council as the discipline requires.

COVERAGE

Across England and Wales.

Examinations are arranged close to the claimant wherever possible, and rebooked at the earliest available date if someone cannot attend.



REGISTERED NAME	Expert Medical Examination Ltd
COMPANY NUMBER	16702658
OFFICE	Allied House, 29 to 39 London Road, Twickenham, TW1 3SZ
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HOURS	Monday to Friday, 9am to 5:30pm
ICO REGISTRATION	ZC040477

WHAT WE ARE NOT

We provide the medical evidence; we do not give legal advice. For legal strategy, firms should rely on their own advice. The medical opinion in every report belongs to the instructed expert.



Discuss your next instruction.

Tell us the claim type, the injuries under consideration and any deadlines. We confirm the expert, the fee and the timetable before you commit.

0203 8233 222

info@expertmedical.co.uk

SOLICITORS, INSURERS AND EMPLOYERS

EXPERTMEDICAL.CO.UK

HEALTHCARE PARTNERS, ENGLAND & WALES