

Frequently Asked Questions (FAQ)

Who is Bodycare Clinics and what do you do?

Bodycare Clinics is a national independent Tier 1 Medical Reporting Organisation (MRO) (*) and rehabilitation company. We provide independent medical evidence by focusing on the needs of the claimant.

(*) What is a Tier 1 MRO?

Bodycare Clinics is a Tier 1 MRO which means we have been audited and found to fulfil the highest level of criteria set by the official body (Medco) for provision of medical evidence and that we fulfil the criteria to provide our services across the whole of England and Wales.

What will happen at the appointment with the medical expert?

The appointment consists of a targeted interview to discuss your injuries and an examination relevant to your injuries. It is vital that you describe all your injuries to the expert and provide as much information as you can.

Will my appointment take place face to face or remotely?

This depends on current guidelines set by the Government and Medco, the official body for overseeing the provision of medical evidence for injuries sustained in a road traffic accident. When restrictions are lifted, it is likely that appointments will be in person. However, currently appointments are generally undertaken remotely with a video consultation by Skype. The expert will contact you by telephone prior to the appointment or send you a Skype invite to the email address you provided. If it is not possible to use Skype, the expert will notify you of an alternative platform. Appointments last approximately 15-20 minutes.

For remote consultations, when will I receive the link to join the appointment?

Some experts may contact you by telephone to ensure you are available for the appointment prior to sending the link to join the remote consultation. This will not happen until much nearer to the agreed appointment slot, however please keep in mind that some appointments can run longer than expected therefore please allow 15 minutes either side of your allocated appointment time for the expert to contact you.

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When will I receive the medical report?

Your medical report will be uploaded to the Official Injury Claims Portal and we will inform you when this has been done. Report turnaround can vary depending on the expert but in general a typical medical report for a Road Traffic Accident without the need to review medical records is completed within 3 working days following your appointment. However it is important to keep in mind that while our experts aim to provide medical reports within a timely manner other factors such as annual leave, sickness, and NHS work can on occasion cause some delays in report turnaround. Our Medical Reporting Team will ensure the report is uploaded as soon as possible.

What happens if the expert needs to review my medical records?

If the expert needs to see your medical records, the Medical Reporting Team at Bodycare Clinics will send you a form of authority which allows copies of your medical records to be released to us and the expert. You will need to provide the full name and address of your GP along with the addresses of any hospitals or treatment centres you may have visited following your accident. Your form must also contain your name, your signature and the date. Bodycare Clinics will then make the request for copies of your medical records under a Subject Access Request (SAR).

How long will it take to obtain my medical records?

As detailed by the Information Commissioner's Office (ICO), all health organisations should provide access to relevant medical records within 30 days of receipt of a Subject Access Request (SAR). During this time Bodycare Clinics will work to obtain your health records, however in the event the health organisation does not provide your medical records within the 30 day timeframe as set out by the ICO, it is within your rights to make an official complaint with the ICO here <https://ico.org.uk/make-a-complaint/>

How do I know my medical records will be stored safely and securely?

Bodycare Clinics takes information security very seriously. We are also ISO27001 accredited (information security). When requesting copies of your records, the health organisations such as your GP are informed where to send your records and if sending by post they are asked to only send medical records via Royal Mail's tracked delivery to ensure we will always be aware of where your medical records are. The staff at Bodycare Clinics will then make sure that your medical records are added to your case and sent securely to the medical expert to review.