

Claimant Guidance for Remote Video Consultation

During the COVID-19 pandemic, Target Medical have adapted in line with new Guidance that remote video consultations are now permitted for Claimants. This is to ensure the safety and wellbeing of both Claimants and medical experts.

To ensure your remote video consultation runs as smoothly as possible, please read the below Guidance.

Prior to your remote video consultation

- Please ensure that you have sought legal advice from your solicitor prior to agreeing to a remote video consultation.
- Remote consultations are not permitted by telephone so please ensure you have a computer, laptop or smartphone with a camera and microphone enabled for the appointment. If your camera or microphone is not enabled, then the appointment will be terminated.
- Please note that if you change your mind and decide against a remote video consultation and would prefer a face-to-face appointment, you must advise us immediately.
- Ensure you have access to a suitable location for the examination to take place. Confidentiality is of the utmost importance.
- Please make sure that you have a form of photographic ID with you to show the expert at the time of the examination, this could be a driving licence, passport, etc.
- If your appointment is taking place via Skype, please ensure that you have downloaded the software on your computer, laptop or smartphone, you have set up an account and familiarised yourself with the Skype software a couple of days prior to the appointment.
- If your appointment is taking place via WhatsApp, please ensure that you have WhatsApp downloaded onto your smartphone a couple of days prior to the appointment. Again, please familiarise yourself with the software.
- If you have opted for a Skype appointment, please ensure you have provided us your Skype username.
- If you have opted for a WhatsApp appointment, please ensure you have provided us with your mobile telephone number.

On the day of your remote video consultation

- Log into your WhatsApp or Skype account at least 15 minutes prior to the appointment.
- Enable your camera and microphone.
- Ensure you have your ID to hand to show the medical expert.
- Make sure the room you are in is private to ensure confidentiality.
- The medical expert will initiate the consultation.
- Ensure you have enough space to show the expert certain movements if required, e.g., if you have a shoulder injury, the medical expert may ask you to perform some shoulder movements so this can be visualised.

During the remote video consultation

- The medical expert will ensure that you can see and hear them and vice versa.
- Your informed consent to proceed will then be requested from the expert.
- You will be required to show your ID.
- The medical expert will then proceed to ask you about the accident circumstances, injuries, etc.
- If there are any technical difficulties during the examination, please contact us that we may rearrange an appointment for you.
- It may well be that during the examination, the expert may take the view that an appointment face to face is preferred. If this is the case, the medical expert will advise Target Medical and we will be in touch with you shortly thereafter to arrange a face-to-face appointment.

After the remote video consultation

- The medical expert will forward the report onto us once complete.
- Upon receipt of the report, we will review the same and forward it onto your solicitors.

If you have any questions, queries, or concerns please do not hesitate to contact us on 0844 871 2211 or via email to enquiries@targetmedical.co.uk