

Claimant Guidance for Face-to-Face Appointments

During the COVID-19 pandemic, to ensure the safety and wellbeing of both Claimants and medical experts, it is imperative that current Government Guidance is followed.

Please note that as lockdown rules change, face-to-face appointments could be cancelled at short notice. If this happens, we will be in touch with you to rearrange your appointment if/when lockdown rules ease.

Prior to your face-to-face appointment

- Please ensure you are familiar with current Government Guidance regarding social distancing.
<https://www.gov.uk/coronavirus>
- Please ensure that if you have received a positive test for COVID-19 or been told to self-isolate, that you cancel your appointment. Please do not attend your appointment if you have COVID-19 symptoms.
<https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-households-with-possible-coronavirus-covid-19-infection>
- If you change your mind and decide to opt for a remote video consultation in the alternative, please advise us immediately.
- Please note that if you are classed as clinically extremely vulnerable, we advise that you do not attend a face-to-face appointment.
<https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19>
<https://www.nhs.uk/conditions/coronavirus-covid-19/people-at-higher-risk/whos-at-higher-risk-from-coronavirus/>

On the day of your face-to-face appointment

- 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.
- Please attend the appointment alone, unless accompanying a child, etc, in which case two people can attend but from the same household.
- Please ensure that you arrive at the appointment no earlier than a few minutes prior to your appointment.
- Please do not arrive late or the medical expert may need to cancel the appointment and rearrange.
- An appropriate face covering/mask must be worn at the time of the examination.
- Please respect social distancing measures and any additional measures that have been placed at the venue you are visiting.

During the face-to-face appointment

- Social distancing measures will be in place at the venue and during the consultation.
- The medical expert and staff will also be wearing appropriate face covering/PPE.
- You will be required to show your ID.
- The medical expert will then proceed to ask you about the accident circumstances, injuries, etc.

After the face-to-face appointment

- 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