

Frequently Asked Questions (FAQ) for Unrepresented Claimants proceeding via Official Injury Claim

Who is Doctors Chambers and what do we do?	Doctors Chambers (UK) Ltd is committed to the principle of continuous improvement applied to all aspects of the business in order to deliver a reliable, professional and independent service that fulfils the needs and exceeds the expectations of unrepresented claimants.
When will I receive my appointment details?	We will provide you with the appointment details within 3 working days of receiving your personal injury claim details via the Official Injury Claim Portal.
How do I rearrange my appointment?	<p>Please call our dedicated customer service team on 01753 440 333 and we can rearrange your appointment for you. We would respectfully request 48 hours' notice for the Doctor.</p> <p>Alternatively please see the alternative communication options in our Contact Us section below.</p>
What will happen at the appointment with the medical expert?	<p>Due to current restrictions the majority of appointments are proceeding remotely. Skype is the most often used platform and the Expert will either contact you via telephone call prior to the appointment time or send you a Skype invite to your email address. In the event Skype is not possible the Expert will notify you of the alternative platform.</p> <p>Please see the latest guidance for claimants regarding remote examinations from MedCo here: https://www.medco.org.uk/media/1325/guidance-on-remote-examinations-for-claimants-v10.pdf</p> <p>If a remote appointment is not suitable then please contact us on 01753 440 333 to arrange a face to face appointment.</p> <p>All appointments will last approximately 15-20 minutes.</p>
When will I receive the link to join the appointment?	Some experts may prefer to contact you via telephone call to ensure you are available for the appointment to proceed prior to sending the link to join the remote consultation. This will not happen until much nearer to your agreed appointment slot however please keep in mind that some appointments can run longer than expected therefore please allow 15 minutes either side of you allocated appointment time for the expert to contact you.
I have missed my appointment; is it possible to rearrange?	<p>DS should you miss the appointment, we will contact you to establish the reason for the non-attendance and arrange a new appointment.</p> <p>Please note any subsequent non-attendance may incur a fee which you will be responsible for and will also delay your claim so it is very important appointments are attended or rearranged if you are unable to attend.</p>

When will I receive the medical report?	<p>We aim for the report to be uploaded to Official Injury Claim portal within 7 days of your appointment however often this process is completed much sooner. Some factors may cause a slight delay for example the doctor's NHS commitments, annual leave or sickness however our team do work closely with our doctors to ensure reports are delivered in a timely manner.</p>
How do I challenge the medical report if it contains incorrect information?	<p>We will provide you with the appointment details within 3 working days of receiving your personal injury claim details via the Official Injury Claim Portal.</p>
How do I rearrange my appointment?	<p>You will have the opportunity to review the medical report via the Official Injury Claim portal. It is important you review the report and are happy with the factual content. If you wish for any amendments to be made these are to be submitted via the Official Injury Claim service website. We are unable to accept amendment requests directly.</p> <p>The Official Injury Claim portal will notify us of amendment requests and we will forward the same to the Doctor for their consideration. Amended reports are then resubmitted to the Official Injury Claim service and they will notify you upon receipt. This process will take no more than 15 working days.</p> <p>It is important to understand you may ask for amendment to be made to any factual errors, but amendments cannot be made to the expert's opinion.</p>
Who should I contact with issues relating to the Official Injury Claim website?	<p>For issues relating to the Official Injury Claim website and portal we advise you to contact their helpdesk on 0800 118 1631 or refer to the Official Injury Claim User Guide which can be found here:</p> <p>https://www.officialinjuryclaim.org.uk/media/1141/guide-to-making-a-claim-version-20-april-2021.pdf</p>
How do I contact Doctors Chambers (UK) Ltd?	<p>If you have any further queries or complaints regarding the medical report process or our service, please contact our dedicated customer service team via Phone, Letter, Email or Web enquiry. Our customer service team are available Monday - Friday 8am - 7pm.</p> <p>Voicemails left outside of business hours will be responded to via Phone within 1 working day.</p> <p>Email, written and Web enquiries will be replied to within 2 working days.</p> <p>Phone: 01753 440 333 Email: myclaim@doctorschambers.com</p> <p>Our postal address is: Doctors Chambers (UK) Ltd Crown House, William Street Windsor Berkshire SL4 1AT</p>