

DR.WATSON



MEDICAL NOTES
SERVICE



The Process

Step 1 – Refer and Request

Email us the relevant information for a claim. This should include:

- Your details – Your name, preferred email address, office base and your case reference number.
- Incident information - incident date, incident details, claimant's injury and date of birth.
- Claimant solicitor details – Solicitor's name, preferred email address, office address and solicitors case reference number.

You can also include any documents you feel are relevant. For example, Stage 2 Packs, CNF's, Letters etc.

Step 2 – Notes are requested

Once received, we will email you to authorise that we have received the case. Then we will email and write a letter to the Claimant's solicitors stating who Dr Watson are, why we are requesting these notes and the confidentiality that we possess. Similarly, we will provide them with a consent mandate to provide back to us.

At this point, the process will go one of two ways. Please see Step 3 below.

Step 3- Notes are ignored/rejected

Stage 3 – Further notes are chased

If we have not heard from the solicitors, we will chase them. At this point we will also send you, our client, an update on the solicitors standing.

Stage 4 – Notes have been ignored/rejected

If after multiple attempts we have had no response from the solicitors, we will notify you that the notes have been ignored/rejected. In doing so, we will provide you with a draft pre-action letter on how to obtain the notes further and send the fixed fee invoice of £195 (exc VAT).

Step 3 - Notes are received

Stage 3 – Mandate Signed

Once the solicitors have signed the mandate and returned it to us, we can begin obtaining the medical notes for the patient. We will contact the GP and/or Hospital of the claimant with the signed mandate and request the notes are released to us. We will continue to communicate with them until we obtain the notes.

Stage 4 – Notes Received

Once we have received the notes, we will confidentially keep them and notify you we have been successful in obtaining the notes, at this point we provide you with the fixed fee invoice of £195 (exc VAT).

Step 4 (Optional) – Dr Watson Review's the Notes

Once the notes have been received (either by us or at a later date from yourselves) we can review the notes.

Upon authorisation from you, we can begin our Medical Review Service (see above) providing our Free Medical Review, outlining if we can help and how. The review will be completed with clinical insight and objectivity from our doctors. The review will remain free however we will outline a fixed fee that any additional reports will be costed at.

If you authorise us to complete a further report, we will continue working with you through our Medical Review Service.

END



DR.WATSON



FAQS



FAQ's

How do I know you won't be biased?

- We are an independent medical service who have regulated GMC registered Doctor's. We remain impartial as our Doctor's objectively review the documents. They will only recommend the evidence is clinically challenged if there is a viable argument. If not, we recommend you settle the case.

How do I refer a case to you?

- Contact us by email at info@drwatsonltd.co.uk with the relevant files of the case including the patients name, date of birth, accident date, accident details and your information too. Please call us on 01256 335 600 if you need any assistance with this.

I don't want to proceed, what do I do?

- If we recommend that we can help in our initial review, but you wish to not use our advice that is fine. Simply contact us by phone or email detailing that you do not wish to proceed, and we will close the file and let you know it has been closed. However, should you wish to proceed with our recommendations at any other time, simply contact us and we can re-open the case for you.

How will I know the price of the report?

- Medical Notes Service: The notes service is priced at £195 (exc VAT). However, should you wish to proceed with our services further once the notes have been received, additional costs will be incurred. We will discuss this with you on a case-by-case basis.

Is the data we provide kept confidential?

- Yes. All data that we receive is completed in compliance with GDPR and our Privacy Policy. All information we receive will not be shared with any other parties or outside our secure system.

What does it mean that you're 'independent'?

- We have no third-party affiliations. Meaning that we remain impartial to all our clients.

For more information, to refer a case or ask any questions please contact Dr Watson. Our contact details are:

- Phone: 01256 335 600
- Email: info@drwatsonltd.co.uk
- Online: www.drwatsonltd.co.uk