

*Professional  
Independent  
Trustworthy*



Providers of quality, cost effective medico-legal reports, diagnostics and rehabilitation

*We take care of the whole process*

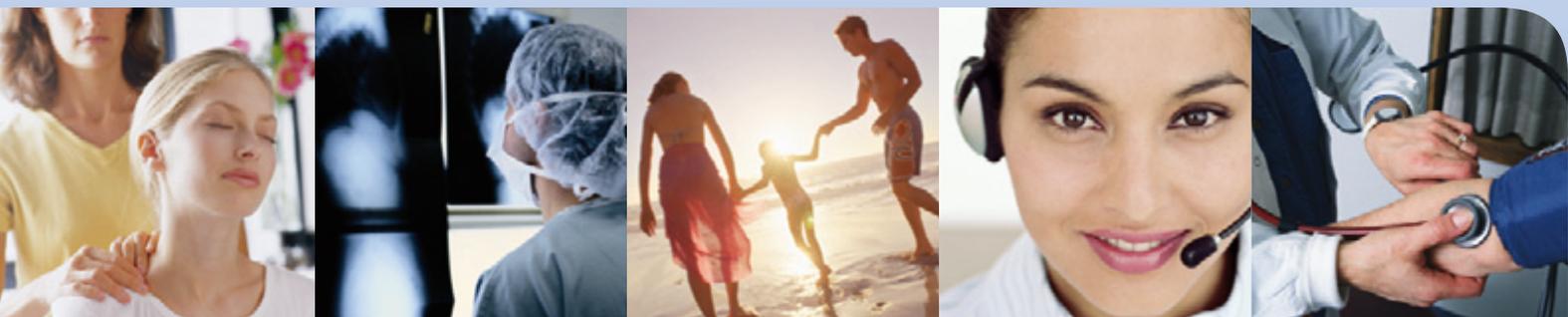
*100% owned and managed by doctors*

*National access to private rehabilitation  
and a complete diagnostic service*

*Dynamic database of over 20,000 medical experts*

[www.doctorschambers.co.uk](http://www.doctorschambers.co.uk)

# *Doctors Chambers*



# *Introduction*



# *Who are we?*

- We are one of the leading providers of objective, independent medical evidence in the UK
- Doctors Chambers delivers over 60,000 medico-legal reports every year
- We have over a decade of experience of the medico-legal market and the provision of quality medical evidence. We provide a comprehensive range of Diagnostic Investigations, Rehabilitation, Counselling, Return to Work Programmes and Cognitive Behavioural Therapy
- As a founder member of AMRO (Association of Medical Reporting Organisations), we conform to the highest professional standards through a strict Code of Practice
- We are fully committed to staff training and development, ensuring our team of 125 personnel can meet the needs of our clients in a continually changing market
- We are ***independent and wholly owned and managed by Doctors***
- We ensure that claimants are examined by an appropriately qualified expert at a convenient location

# *Doctors Chambers*

*Medical experts*



# *Medical experts*



# *Medical experts*

- We operate a national panel of over 20,000 experts and therapists covering all medical disciplines
- Our dynamic database is updated on a daily basis
- We have a dedicated Expert Liaison Department to manage our panel of experts
- The expert panel is continually monitored and reviewed to ensure all information is accurate and up to date
- Service levels are agreed with our experts to ensure a consistently high standard of delivery
- New applications to join the panel are vetted by our in-house medical team

# *Doctors Chambers*



*One-stop service*

# *One-stop service*



# *One-stop service*

- We provide full details of medical experts including qualifications and CVs
- We obtain and pay for medical records if required
- The report and treatment process is tracked using a state of the art, bespoke IT system
- Our clients benefit from the highest levels of communication and all interested parties are kept informed at every stage
- We can arrange diagnostic investigations including x-rays, MRI scans and nerve conduction studies prior to or after delivery of the report
- We can arrange rehabilitation and counselling services prior to or after delivery of the report
- The report can be delivered simultaneously to multiple parties if required
- The report can be e-mailed to an individual or central address
- We have a unique, in-house medical telephone advisory service provided by doctors
- Attractive credit terms/deferred payment of fees can be provided
- We have agreed our fees with the majority of the third party insurance market. The report is sent solely to the claimant representative whilst the invoice is discharged by the defendant insurer

# *Doctors Chambers*



# *Delivery*

*Delivery*



# *Delivery*

## **Our Staff**

- We enjoy unrivalled, in-house technical expertise through our mix of personnel with medical, legal and insurance backgrounds
- All cases are handled by a team of dedicated and experienced case handlers who fully understand our customers' needs
- As well as a dedicated account manager, we provide each client with a unique e-mail address and a direct telephone and fax number

## **Operations**

- We have a strong management team with a wealth of experience who are committed to the highest standards of service
- We are ISO 9001 accredited which guarantees the highest levels of communication, customer satisfaction and efficiency
- We agree service levels with our clients and provide management information to measure our performance

## **IT**

- We can provide a complete electronic service
- We can receive instructions by e-mail
- All subsequent communications and updates can be e-mailed
- Reports can be e-mailed and a hard copy posted if required
- We can provide sophisticated real time exchange of data using secure VPN technology

# *Doctors Chambers*



*Our vision*



## *Our vision*

- To provide quality, cost effective medico-legal reports and ancillary services
- To reduce the time cycle of a report by removing the nomination process. Our agreements with major insurers allows us to instruct immediately
- To reduce administration by invoicing the Third Party Insurers directly
- To deliver a report which is independent and based on sound clinical evidence
- To provide evidence-based rehabilitation in appropriate cases based on scientific principles
- To provide medical advice in complicated cases to ensure the appropriate medical expert is instructed