

# Our

# Services



# Welcome to

# Speed Medical

**We are the UK's leading independent provider of medical reports and rehabilitation with over 20 years' experience in delivering service excellence to our vast customer base.**

Irrespective of your business' size or instructing volume, we pride ourselves on building real relationships with you and your team whilst putting your clients and business at the heart of our service delivery.



With a customer-centric, motivated team producing well over 150,000 medical reports, servicing over 60,000 patient records and facilitating hundreds of thousands of rehabilitation sessions each year, we have the expert knowledge and experience to drive exceptional service and quality.

#### **When you choose Speed Medical, you choose:**

- Our knowledgeable and experienced people
- Dedicated specialist teams
- Access to all of your service requirements in one place
- ISO 9001 and ISO 27001 accredited
- Outstanding clinical quality



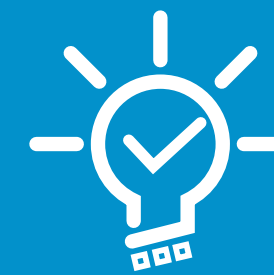
**Medical Reports**



**Rehabilitation**



**Investigations & Diagnostics**



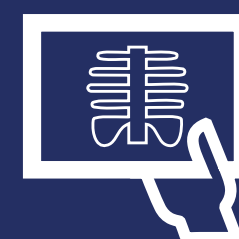
**Technological Solutions**



**Clinical Governance**



**Medical Records**



**Life Insurance Health Screening**

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# Medical Reporting



**We have facilitated quality medical reports for over 20 years and in this time we've learned what's truly important to you.**

Our specialist, dedicated teams and reporting structure have been designed to best fulfil the needs of both you and your client. You can rest assured that no matter what the circumstances we have a team of highly skilled people ready to deliver.



## MedCo

With a dedicated expert team committed solely to MedCo cases, our first class service is designed with optimal client engagement at its core.

We pride ourselves on our attention to the finest details. Every report is subject to our stringent quality control process to ensure complete accuracy and full Civil Procedure Rules (CPR) compliance – aiming to get it right first time, every time.

## General Reporting

No matter the case type, we have a multi-skilled General Reporting team dedicated to facilitating a vast range of report types.

The extensive industry knowledge within the team allows us to instruct the most appropriate expert for your case every time.

## Complex

Our comprehensive Complex Cases medical reporting service is tailored to suit the needs of you and your client where serious injury has occurred and the case is following the multi-track pathway.

We understand that these case types can be intricate and the injuries sustained are often life changing which is why your case will be allocated to a dedicated and experienced Case Handler from our Complex Cases team.

## Clinical Negligence

Each Clinical Negligence case is assigned to an expert member of our dedicated team to manage from nomination to report, meaning they are solely accountable for every aspect of that case and will be your single point of contact throughout.

Being able to instruct an agency that you can trust will help your case handlers focus on their core legal activities.



Having worked with Speed Medical now for over **10 years** it has been wonderful to watch the organisation grow and develop into an **industry leader**. Their staff are approachable, down to earth and always eager to help. No request is ever too difficult to source, and their coverage and **Expert specialisms** are second to none. As a B2B fit, it's pretty perfect!

**Kate Sweeney**

Partner & Head of Injury Department

**Stephensons Solicitors**

# Rehabilitation



**With over 20 years' experience in facilitating rehabilitation treatments, we understand the importance of helping to minimise the long term physical and psychological impacts of an accident. This is why we offer a fully comprehensive rehabilitation service to get your client back to their pre-accident state.**

Our treatment offering is endless; we facilitate thousands of treatment sessions every year in over 1000 venues across the UK.

Where the need is identified, we can facilitate a vast range of physical and psychological rehabilitation via our extensive panel of medical experts. Dependant on the needs of your client, we can combine a number of treatments in order to give the best rehabilitative outcome.

Whatever the circumstances you can be sure we will deliver the right treatment to your client at the right time.

**Whatever your rehabilitative needs, we can deliver**

We can facilitate any type of rehabilitative treatment including:

- Physiotherapy
- Osteopathy
- Chiropractic Treatment
- Acupuncture
- Counselling
- EMDR
- CBT

# Investigations & Diagnostics



**Following clinical recommendation we can arrange a number of diagnostic investigations to better understand your client's injuries.**

Strong relationships with leading diagnostic service providers throughout the UK allow us to book examinations at times and locations that are most convenient for your client.

We'll keep you up to date with your client's journey by informing you when an appointment has been booked, attended, passing on the reports to the appropriate specialist for further review enabling you to take the next steps in your case.

## Services we offer include:

- Surgical Investigations
- MRI - Magnetic Resonance Imaging
- CT Scan - Computed Tomography
- X-rays
- Arthroscopy
- Ultrasound
- Bone scans
- PET scans
- Brain scans
- ECG - Electrocardiography
- EMG - Electromyography
- SPECT - Single-Photon Emission Computed Tomography
- NCS - Nerve Conduction Studies
- Neuro-psychological assessment



Thornycroft Solicitors have worked with Speed Medical for many years, in this time I can honestly say that my own experience and certainly that of Thornycroft's fee earners is that the service is **first class**. They provide a **personal** and **professional** service and nothing is too much trouble. All cases dealt with by Speed Medical, despite complexity, are dealt with efficiently and it is evident the staff have first class **knowledge** and **experience**.

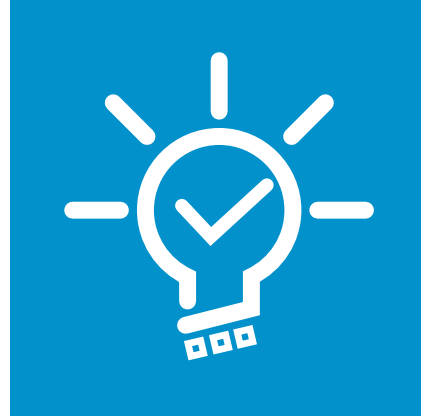
**Rachel Stow**

Managing Director

**Thornycroft Solicitors**

# Technological

# Solutions



Continuous investment in technology has allowed us to harness the latest IT systems and capabilities to provide the very best service to you, your clients and our experts.

To reinforce our commitment to data security we are proud holders of ISO 27001 accreditation.

## Online Portals

### Customer portal

Instructing us has never been easier! You can send instructions, review and download documents and even book appointments for your client instantly via our portal.

With access to a suite of over 40 individual MI reports to choose from you have instant access to all of the information you need, when you need it.

### Expert portal

The Expert Portal allows for diary management, instant access to medical records and the confirmation of your client's attendance.

Linking with large reporting software suppliers reduces data input errors and allows our panel members the ability to instantly upload medical reports, reducing manual processing time.

### Physiotherapy portal

Our Physiotherapy Portal has been developed to improve overall communication and efficiencies with all Physiotherapists on our panel. They can manage caseloads, appointments, diaries and locations as well as instantly submitting completed reports.

The portal also provides visibility of the client journey.

### Client portal

My Medical is our online management system that puts control in the hands of your client.

With 24/7 access to the online portal, your client can amend, book and confirm an appointment as well as complete and submit a signed mandate at the most convenient time for them. This simple process ensures your client remains engaged, reducing the time spent on signed mandate acquisition, with the benefit of reducing non-attendances as a result.

### Two way system integration

We are committed to improving efficiencies whilst maintaining the highest level of data security. Our two way system integration works by directly and securely passing case data and documents between your systems and our own. System integration is the perfect way to better utilise your time, we can keep your case moving and reduce end-to-end time by sharing updates and information at the click of a button.

**Implementation is easy; we aim to deliver this service with minimal expense and involvement from your IT staff.**

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# Clinical

# Governance



**Our market leading approach to Clinical Governance positions us at the forefront of the industry and demonstrates our dedication to continuous development and setting the standard.**

## Clinical Advisory Board

Our Clinical Advisory Board (CAB) consists of a panel of eminent clinical experts with years of hands-on experience. The CAB serves to promote clinical leadership and engagement in the continuous development and delivery of Speed Medical's governance, clinical and quality strategies.

Delivering exceptional quality is the goal in everything we do. Our Clinical Advisory Board supports and benchmarks our extensive expert panel, ensuring they are continually delivering the outstanding level of service and client care outlined in our Clinical Governance Framework.

## Our Nationwide Expert Panel

Over 20 years in the making with almost 5000 medical experts across the UK, we're committed to continually adapting to meet the ever changing market and legislative requirements.

Operating a proactive approach to managing service delivery and our commitment to quality ensures that all of our panel experts are of the highest calibre.

Regular audits, training, checks with the GMC, MedCo accreditation checks and copies of relevant qualifications/registration certificates come as standard when you partner with us.



**“ Our experts and staff are our most valuable resource - by investing in them, we're investing in you. ”**

# Medical Records



Best of all, our pagination services are £60 per hour, irrespective of complexity.

## Collection

Collecting and collating medical records can be an extremely time consuming and costly exercise. We have obtained hundreds of thousands of medical records so why not instruct us to take on this task, allowing you to focus your valuable time and resources in other areas of your case?

If you don't have a signed mandate, we can obtain this from your client and request the medical records from the relevant provider, keeping your case moving.

## Pagination

Medical records pagination is often a vital, though time consuming and costly element of your client's case. To aid you in the process we offer an efficient and cost effective service which includes:

- Sorting
- Chronology
- Pagination
- Memo
- Indexing
- Schedule of Radiology
- Collation

## Why use Speed Medical for Pagination?

- Favourable commercial terms
- Agreed service levels
- Each case is allocated to an appropriately qualified expert
- We only partner with highly regarded providers
- ISO 9001 accredited
- Standard 21 day turnaround from instruction
- Priority service available following special instruction
- We can obtain medical records as part of our pagination service
- Pagination can be arranged as part of our medico-legal service or as a stand-alone offering

# Life Insurance

## Health Screening



As the health screening division of Speed Medical, Speed Health offers market leading customer focused solutions to significantly improve efficiencies in obtaining medical evidence for underwriting purposes.



Our flexible approach allows us to listen and work with you on an individual level to build bespoke solutions to suit your needs.



### Quote and Apply Assistance

Our skilled team are on hand to assist in the completion of the big T application, maximising accuracy of information and eliminating margin of error.

### GPR Services

Our valued, long-standing relationships with GP practices across the UK allow us to ensure that GP reports are efficiently produced to meet your full requirements.

### Clinical Tele-Interviews

Where areas of concern are raised in the initial application, tele-interviews are conducted by our panel of qualified clinicians.

### Clinical Screenings

Through our nationwide panel of experienced nurses and paramedics, we facilitate convenient clinical screening appointments and lab tests for your policy applicant.

### Sample Testing

Working in partnership with Nationwide Pathology, we provide a broad suite of high quality sample testing to identify factors which may affect the policy application.

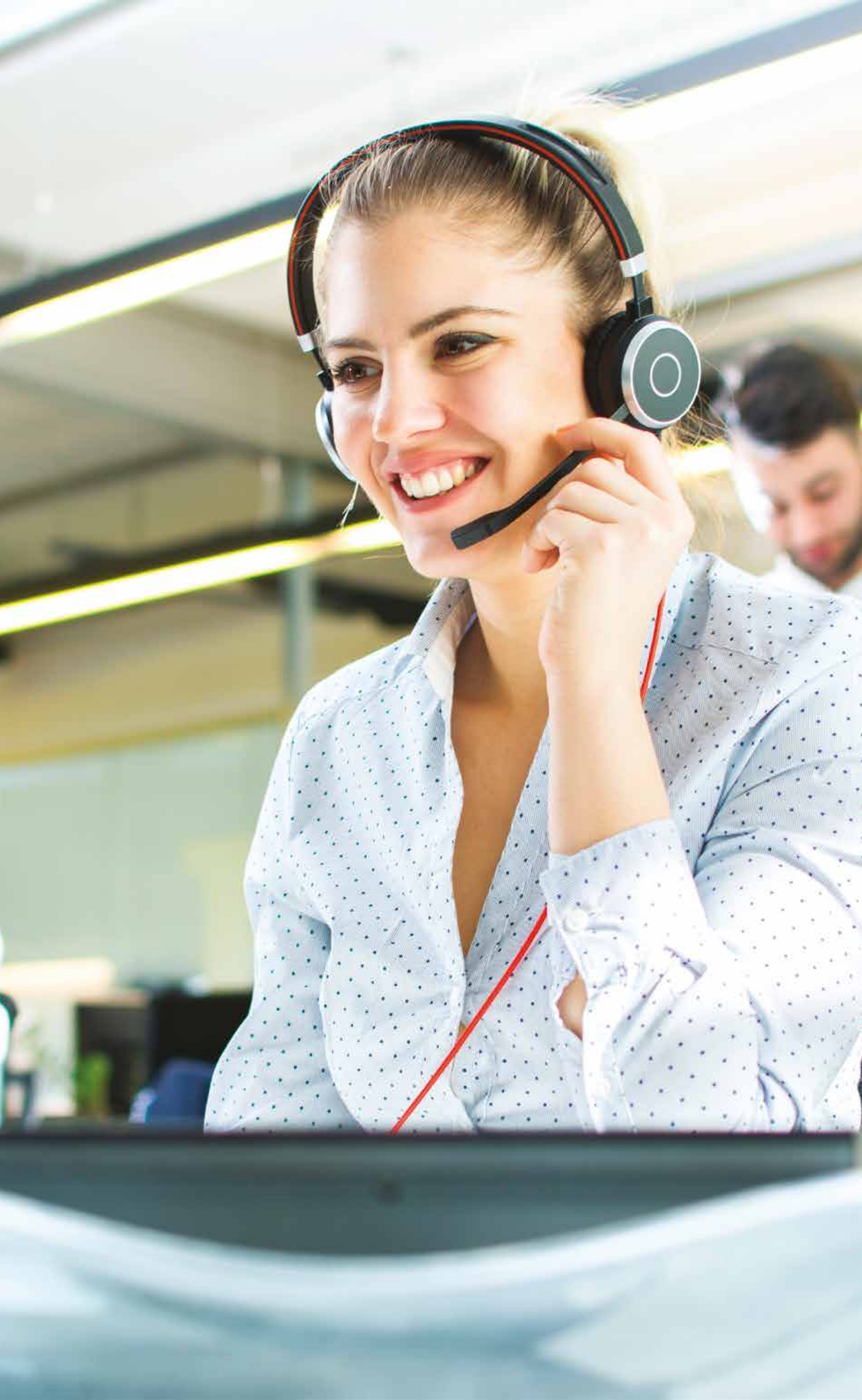
### Doctor Medicals

Where more in-depth medical information is required, convenient GP medicals can be arranged through our nationwide panel of doctors.

### Speed Health +

For high net worth applicants we can deliver an enhanced service, appropriately tailored to their lifestyle and bespoke requirements.

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# Any Questions?

T: 01772 282 420  
E: [info@speedmedical.com](mailto:info@speedmedical.com)

Speed Medical House  
Matrix Park  
Chorley  
Lancashire  
PR7 7NA



 @SpeedMed  Speed Medical