



Apex Medico

A Tier 2 MedCo MRO

**Apex Principles and Values
For the Unrepresented claimant**

Version 3

Approved By: Director, Apex Medico Limited

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Helping you through your claim

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Helping you through your claim.

1.0 Apex Values

1.1 Principles.

- Apex Medico provides a service, available to all claimants instructing us via the MedCo and OIC portals.
- Apex Medico aspires to the highest standards of excellence and professionalism.
- The claimant will be the heart of our service by putting claimant's needs first.
- Apex will publish its service levels statistics to all claimants so that results can be proven.
- Making better use of digital technology; we will provide more convenient access to service through these channels.
- Expertise: national panel of experienced and fully vetted experts, covering a wide range of locations.
- Vast experience of working with claimants.

1.2 What we will do for you.

- Claimant Focus: This value enables us to place the claimant first in everything we do.
- Working together with claimants through the claim process; in simple and easy to understand formats.
- Claimants come first in everything we do and are at the heart of decision making.
- Communicate effectively with all claimants through a variety of channels.
- Pro-actively personalise the service to suit the individual claimant.

1.3 Respect and Dignity.

We value every claimant, respect their decisions, and seek to understand your needs and requirements. All staff are required to demonstrate that they :

- Are transparent and results focused.
- Display personal accountability towards problem-solving.
- Provide a quality experience for every individual claimant.
- Understand and can explain the unrepresented process.

1.4 Everyone Counts.

- We maximise our resources for the benefit of the claimant, and make sure nobody is excluded, discriminated against, or left behind. We accept that some people need more help and appreciate that needs must be tailored.

1.5 Continues Improvement.

- This value ensures that the organisation including individual staff are always moving forwards and improving the ways things are done.
- Management will measure and audit improvements.
- We will pro-actively develop goals and objectives in support of the company's vision.
- We can Identify opportunities to reduce inefficiency.

1.6 Accountability.

- This value enables us all to recognise our own part in keeping our organisation clear and transparent in the way we operate.
- All staff are required to demonstrate that they:
 - Are transparent and results focused.
 - Display personal accountability towards problem-solving.
 - Recognise and accept accountability beyond job role.

2.0 Key Benefits of selecting Apex.

- Expertise: national panel of experienced and fully vetted experts, covering a wide range of locations.
- Vast experience of working with claimants.
- Proven high quality service levels: fast turnaround times, quality reports and excellent customer service.
- Outstanding clinical quality is at the heart of our service.
- Committed to checking every single report to ensure accuracy and CPR compliance.
- Thousands of appointments available every week
- Investing in technology and training our staff.
- We are regularly audited by MedCo , to ensure we meet the strict criteria and service standards.

3.0 Unrepresented claimant responsibilities.

- Cooperating with communication from Apex is essential for the smooth progression of your claim.
- Attending your medical appointment or giving notice if you cannot attend so that we can rearrange a new appointment as quickly as possible, so that your claim is not slowed down.
- Providing ID at the time of your exam so that your identification can be verified.
- Signing any documents as required, having read, and agreed the content at your earliest convenience. You may be asked to sign a statement of truth (required for the court), agree to release your medical records (if they are required as part of your report) or a remote authority form (to agree to a video call in light of the face to face exam restrictions).
- Reviewing your medical report carefully to ensure details are correct with no mistakes in a timely manner.

If you have any questions or would like to start using Apex, please get in touch at unrepresented@apexmedico.co.uk or

call **0161 212 1142** or **0739 416 0916**.

(office hours are 8am-8pm)