



Apex Medico

A Tier 2 MedCo MRO

Remote Examinations

FAQ

Version 1

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Remote Video Examination FAQ

Q: What is a remote video examination?

A: It is just like a traditional examination, though will take place via a video conferencing platform. This will still enable the Medical Expert to perform an in-depth and independent assessment of the injuries you have sustained as a result of your accident.

Q: How long will I wait for my video examination?

A: A examination will be booked within 2 business days of Apex Medico receiving your remote authority consent form.

Q: How will I receive my examination details?

A: Apex Medico will send you a letter and/or email confirming the date and time of your examination. Apex will contact you to book the examination. If we are unable to contact you we will select an appointment on your behalf.

Q: Do I need a laptop/computer, or can I attend the video examination on my phone?

A: The examination needs to be via video, a telephone call is not sufficient. Most video conferencing platforms work with the majority of smart phones, if you intend to use a computer/laptop this will need a webcam. If you do not have access to a smartphone or computer/laptop with a webcam, please contact us and we will arrange an in-person examination when Government restrictions have been lifted. Generally, Apex Medico video calls are carried out via whatsapp, if this is an issue, please contact our offices as soon as possible.

Q: Do I need to confirm which method I will be using for the examination i.e. phone or computer and if so who do I confirm to?

A: No, as long as you can access whatsapp you do not need to let us know.

Q: What do I need for the examination video call?

A: Please have a reliable internet connection. A copy of your photo ID. Please be ready to receive the call in a private and quiet location. Be logged into your whatsapp account. Please accept the call as soon as the medical expert calls you, enabling your microphone and camera if necessary, and make sure that you can see and hear the expert.

Q: What will happen during the call?

A: The expert will introduce themselves and ask you for your ID. You may have to agree to privacy statements, and they will ensure you are happy to proceed. The examination will commence with questions about your accident and injuries. Please answer all questions as clearly as possible. It may be worth making some notes before the exam so that you do not forget to mention anything during the examination.

Q: What if I don't know how to use the video conferencing platform?

A: Please contact Apex Medico and we will discuss this with you. Though if you are not comfortable with a video call, then please contact us and we will arrange an in-person examination once Government restrictions have been lifted.

Q: What will happen if I cannot connect to my video conference examination?

A: We would recommend familiarising yourself with whatsapp prior to your examination. If you are having difficulties connecting, please call us and we will try and assist you.

Q: How do I know if my device is secure?

A: Most popular video conferencing applications are safe and secure. Privacy has been a concern in recent years and therefore the likes of Google, Microsoft and Facebook have worked hard to assure the safety and privacy of their users' data. With this in mind however, here are some simple measures you can take to ensure your privacy in video calling:

Always download video calling apps from the official App Store. Check for ratings and user reviews. Beware of apps from unauthorised websites.

Only chat with people you really know or have an appointment to see. Do not accept chat requests/calls from strangers.

Try not to use public Wi-Fi networks for video calls, hackers can exploit them.

Use strong, different passwords for different apps or services.

Do not hand your phone or tablet to people other than those you know and trust.

Update your apps regularly, updates often include bug fixes and security patches that will fix issues and vulnerabilities.

Set up two-factor authentication on your device with fingerprints and passwords.

Q: I have a baby/small child who will be with me, can I still go ahead with a video examination and what other things do I need to consider?

A: As with traditional examinations, as long as you can clearly hear the Medical Expert and the Medical Expert can clearly hear you and you are not distracted, this should be fine. As this is a video examination you will need to be visible to the expert so, please ensure you have enough lighting during the examination. In the event the Medical Expert cannot see you or hear you clearly the medical expert may decide to reschedule the examination and we will arrange an in-person examination when Government restrictions have been lifted.

Q: Will my video examination be recorded?

A: The Medical Expert may choose to record the examination, if this is the case you will be notified at the start of the examination and they will seek your further consent that recording is acceptable. Where an examination is recorded, this will be covered by the Data Protection Act 2018 and will be kept for no more than 30 days after the settlement of your claim.

Q: Why would the Medical Expert deem it necessary to have an in-person examination?

A: Where the Medical Expert believes it necessary to physically examine an injured area in order to provide an opinion on the extent and likely recovery period of an on-going injury an in-person examination would be required.

Q: What if I do not wish to have a video examination?

A: As advised in our consent letter, you do not have to consent to a video examination, and we will arrange an in-person examination when Government restrictions have been lifted.

Q: How long will I have to wait for an in-person appointment?

A: In-person examinations will resume when Government restrictions have been lifted and it is deemed safe to do so with the Covid-19 pandemic.

Q: Why is my examination required in the current climate?

A: An independent assessment is required in order for your solicitors and the insurance company to assess your injuries and likely recovery period, in order to progress your claim. In the current climate, video examinations have been approved by the Ministry of Justice.