



Medico-legal resources that **transform** the accident  
and injury claims process

Coral Medical Services Limited  
Suite 4  
Link 665 Business Centre  
Todd Hall Road  
Carrs Industrial Estate  
Haslingden  
Rossendale  
Lancashire  
BB4 5HU

Telephone: 0772 503 8367

E-mail: [info@coralmedicalsolutions.co.uk](mailto:info@coralmedicalsolutions.co.uk)

To find out more about Coral Medical Services, visit our website: [www.coralmedicalsolutions.co.uk](http://www.coralmedicalsolutions.co.uk)



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# A total framework for **professionals** involved in medical examinations for legal claims purposes

**Coral Medical Services (CMS)** was established in 2009 to provide competitively-priced medico-legal resources for instructors such as solicitors, insurers and agents who need to arrange medical examinations on behalf of individuals making claims against third parties.

Typically, these claims will result from road traffic accidents, tripping or slipping accidents, workplace injuries or accidents involving private liabilities. The medical examinations that CMS arrange are usually with General Practitioners, specialist consultants and other clinical specialists.

We are able to provide experts from a range of medical specialities including orthopaedic, spinal, rheumatology and so on. In addition, Coral provide services through psychologists, physiotherapists and chiropractors.

CMS medical professionals and instructors alike benefit from having an easy-to-use online appointments booking system using C-diary which enables both sides to optimise the available medical resources and, ultimately, speed up the claims process.

Medical expertise in place – right across the country

The specialist medico-legal agency work undertaken by Coral Medical Services enables us to book appointments for medical examinations with the company's large panel of medical experts at clinics across the country. These are currently located nationwide.

CMS also have a large network of service providers who provide a comprehensive range of diagnostics services which include: radiology investigations; CT scans; ECGs; MRI scans; nerve conduction studies; ultrasound scans; and X-rays.

In addition, we have a nationwide panel of rehabilitation experts – physiotherapists, chiropractors and osteopaths – whose services can be enlisted within seven days. Psychological treatments can also be undertaken by our panel of licensed clinical psychologists.

## Efficient appointment booking system

An integral part of the service offered by CMS includes providing solicitors, insurers and agents with a highly efficient system for booking appointments online with medical professionals, often at very short notice.

Instructions for medico-legal reports, for example, will normally be processed on the day the instructions are received, and appointments can be offered within two weeks. Home or prison visits can be arranged in accordance with the instructors' requirements.



To ensure maximum efficiency, clients are reminded about their appointment by text and e-mail. In the event of a non-attendance by the client, CMS will inform the instructing firm within two days.

## Sourcing medical records

Medical records are sourced and made available to the relevant medical experts and instructors using a secure process which can be viewed online. These form part of the cost-effective and legally approved reporting procedures which we designate as 'Coral Reports'.

## Coral Reports settle low-value claims quicker

The 'Coral Reports' system has been specifically designed by Coral Technologies to handle low-value claims quickly and effectively. The medico-legal reporting software is used by the company's panel of medical experts to produce up to four reports per hour with a level of detail and consistency that is recognised by the Ministry of Justice. It is fully CPR compliant.

For example, the system alerts medical experts to claimants' injuries as advised by instructors at the time of the examination. The client's online pre-medical questionnaire is also integrated with the Reports which helps to eliminate errors further down the line, thereby saving time and money.

When used alongside Coral Reports, Coral Technologies' online appointment booking system known as 'C-Diary' also provides legal and medical professionals with a readily accessible case management system. The progress of clients can be tracked at all stages from the initial instruction, through to booking appointments for examinations and generating reports.

**Our charges are highly competitive and fall within AMRO recommendations. For more information, please contact our Office Manager. Full address and contact detail are shown on the back cover of this brochure.**

