

# INJURED PARTY – REMOTE CONSULTATION INFORMATION GUIDE



## WHAT YOU NEED

- A good internet connection
- A quiet place where you won't be disturbed
- A computer, laptop, tablet or smartphone that has access to a built in camera or webcam and a microphone
- A WhatsApp or Skype account

## WHAT WE NEED FROM YOU

- If you have opted for WhatsApp we will need your mobile number
- If you have opted for Skype we will need your Skype name (which will be stored against your Skype profile). This will be shared with the medical expert so the remote consultation can be facilitated. Until we receive this from you, we will be unable to arrange the remote consultation
- Please make sure you are familiar with the Skype software before the consultation takes place. This will ensure that it runs as smoothly as possible
- Photographic identification to present at the beginning of the consultation. Examples of what the expert can accept are; Passport, Driving License, Identity Card, Work Pass – the main requirement is that there is a visible photograph of yourself.

## WHAT WILL HAPPEN PRIOR TO THE REMOTE CONSULTATION

- Premex will arrange a time slot with the medical expert and send the details to you.

## ON THE DAY OF THE CONSULTATION

- If you have opted for skype please ensure you log-in to your account (we advise you do this at least 30 minutes before your time slot and ensure you are still logged in 5 minutes prior to the call commencing, otherwise the expert will not be able to contact you). If you can, try a practice call with a family member or friend in advance of your appointment to familiarise yourself with the software.
- Make sure the camera (or webcam) and microphone are enabled on the device you are going to use
- Find a quiet, private space where you won't be disturbed and make sure there is adequate lighting so you can be seen clearly

## INITIATING THE VIDEO CALL

- The expert will call you via WhatsApp or Skype at the agreed time (refer to the details Premex have provided)
- Please accept the call immediately
- Enable the video and microphone
- Check that you can see and hear the medical expert

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## WHAT WILL HAPPEN AT THE BEGINNING OF THE CONSULTATION

- The expert will introduce herself/himself
- The expert will complete an identification check with you and take a screen shot of the ID provided. If you are unable to provide proof of identification, the expert will unfortunately have to terminate the consultation and refer you back to Premex
- The expert will read through a privacy statement and confirm you are happy to proceed. If you advise you do not want to proceed, the expert will terminate the consultation and refer you back to Premex
- The expert will run through a series of questions to confirm that a remote consultation is suitable. It may become apparent that a face to face appointment with a physical examination is actually required instead. If this is the case, the expert will explain this to you and notify Premex. We will then get back in touch with you to arrange a new face to face appointment.

## DURING THE CONSULTATION

- The expert will ask you questions about the accident, the injuries sustained and on-going symptoms.
- The expert will explain what happens next and ask whether you have any questions
- The expert will finish the consultation

### PLEASE NOTE;

- The expert may look away during the video consultation. This will be because they are recording the information you are telling them
- There may be technical issues during the remote consultation. If this occurs and the video call cannot be completed please contact Premex and we will look to arrange a further slot for you.

If you require any help, you can contact our team by emailing [mail@premex.com](mailto:mail@premex.com) or by calling 01204 478 361.