

# Your Appointment with UKIM



Our appointment service is flexible to suit your needs. Whether you would like an appointment near to your home, place of work or education, our panel of national Medical Experts cover appointments across all areas of England and Wales.

## When and where your appointment will take place:

We will usually let you know your appointment date **within 3 days** of your Claimant Representative instructing us.

We cover **99% of the postcode areas** in England and Wales.

On average, 90% of claimants travel **less than 15 miles** for their appointment.

**Particular requirements?** Let UKIM or your Claimant Representative know as early as you can so we can book an appointment that meets your needs.

## What to bring to your appointment:

Please help the Medical Expert by providing them with information they need, along with the corresponding dates, about:

Details of **any previous incidents**.

**Absence from work** as a result of this incident.

**Treatment** you have received following this incident.

**Previous medical history** that is relevant to the incident being assessed.

**Details of injuries** relating to your incident.

Only injuries that are **discussed during your appointment** will be included in the completed medical report.

## Preparing for your appointment:

**Plan your route** in advance so you can arrive on time.

If you recognise the Medical Expert your appointment is with or have ever been treated by them before you must let us know **as soon as possible**.

If you are unable to attend, **let us know by phone or e-mail** and we can rearrange this for you. Unattended appointments may incur a non-attendance fee.

Please **bring identification** with you to your appointment - Passport / Photo Driving Licence / Original Birth Certificate / Bank Statement / Utility Bill / Credit or Bank Card.

## What happens during your appointment:

The appointment is likely to last 15 to 20 minutes. If your injuries are complex or if a further medical report is required, it may take longer.

Please be aware that your appointment might involve a **physical examination**.

Dependent on your injuries this may require you to **remove some items of clothing**.

The Medical Expert **will not** provide you with any medical treatment.

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**Have any questions?**  
**Call us on: 0333 414 1988**

**ukim**

For any other enquiries please contact us on the number above. Our team are on-hand and ready to help. Our business hours are Monday – Thursday 8am until 8pm, Friday 8am until 5.30pm and Saturday 9am until 12 noon.