



# GETTING THE BEST FROM YOUR JACQUELINE WEBB & CO CARE EXPERT

## A Step-by-Step Guide



We will provide you with a courtroom trained expert with the appropriate experience and qualifications who lives as near as possible to the claimant. He or she will prepare a report to time and budget and will then do all the other work you need from 'report to court'.

### STEP 1 - TELL US WHAT YOU WANT

To avoid misunderstanding and delay make the purpose of your report clear. Avoid generalisations, such as 'care report' or 'occupational therapy needs report'. Instead, list the issues you want us to address, for example:

- ◆ Value past gratuitous care.
- ◆ Cost future care needs.
- ◆ Quantify case management.
- ◆ The efficacy of equipment purchased to date.
- ◆ Cost future specialist equipment needs.
- ◆ Quantify extra transport costs.
- ◆ Outline extra miscellaneous costs eg special diet, extra heating, holidays etc.
- ◆ Cost future needs for occupational therapy.
- ◆ Comment on the need for physiotherapy and speech and language therapy.
- ◆ Comment on the claimant's housing needs.

#### Don't forget that we can also provide expertise on:

- ◆ Disabled individual's future employment prospects.
- ◆ Adaptations necessary to allow a disabled person to return to the workplace.
- ◆ Competency to drive post accident.
- ◆ Liability issues associated with moving and handling people in a hospital, residential or home environment.

### STEP 2 - WHAT WE NEED TO KNOW

To provide an accurate quote we need to know:

- ◆ The claimant's name – to check that instructions have not already been received from the other side.
- ◆ The claimant's address – to gauge travel times.
- ◆ The claimant's age and diagnosis.
- ◆ Obvious functional problems eg wheelchair user, no use of dominant hand etc.
- ◆ The date of injury – to gauge the amount of past care information that must be assessed.
- ◆ The deadline – especially if you're in a hurry.
- ◆ Medical reports showing condition and prognosis are useful, but not essential if you supply the information listed above.
- ◆ **RISK. Please warn us if the claimant has a history of violence – arrangements can then be made to escort the consultant.**

**Note that we do not need hospital reports.**

### STEP 3 – MORE HELPFUL TO KNOW FACTORS

Remember to tell us of any complicating factors that may increase the time it takes to prepare a report or assess the claimant's needs. Typically, these are:

- ◆ A pre-existing medical condition or illness/injury suffered since accident
- ◆ Communication or language problems where an interpreter may be needed.
- ◆ Obesity problems or exceptional height of claimant.

- ◆ Injured or sick family members/carers.
- ◆ Numerous interventions or operations since the accident.
- ◆ Pregnancy, baby or childcare difficulties.
- ◆ Cultural or religious beliefs which might limit the claimant's care options.

### STEP 4 - INSTRUCTIONS TO PROCEED

We organise the assessment visit once we receive your written or emailed instruction. We will write to you and the claimant to confirm the assessment date. If it is a joint instruction, a copy of the report (and all other correspondence) will be sent to both parties.

You will receive the completed report by the promised date. Please let us know when you disclose the report to warn us that questions might arrive from the other side.

### STEP 5 - WHEN EXTRA WORK ARISES

You will receive a letter confirming receipt of your request and the current hourly charge out rates that we will charge for the extra work.

We seek your advice if questions are received direct from the opposing party which appear not to comply with the Civil Justice Procedure Rules. We send answers and invoices to the 'poser' of the questions and copies of answers to our instructing solicitor.

### STEP 6 - MEETINGS OF EXPERTS

Please let us know straight away if a tight deadline has been set for the meeting so that we can start making arrangements without delay.

We try to persuade opposing experts to let us prepare the joint statement outlining areas of differences and agreement. Unless you instruct us to the contrary we prepare a schedule comparing and contrasting all the items listed in the opposing expert's and our report. Tell us if you want a different form of discussion document or 'agenda'.

Please ensure we have access to the same medical evidence as our opposing expert and advise us how to deal with mismatched report content, eg if a major topic like care or equipment is not addressed in one of the reports.

### STEP 7 - CASE CONFERENCES

It is beneficial if we have the same medical evidence as all those attending so that we can consider our contribution beforehand.

### STEP 8 - COURT

Please let us know the trial date as soon as it is available then nearer the time let us know the address of the court building, the number of the courtroom, the time you wish us to arrive and the name of a contact person to meet.

**Inform us immediately, if the case is settled or adjourned**