

# Medical Reporting The MLA Way

**MLA**  
MEDICAL LEGAL APPOINTMENTS





# The **MLA** Way

We're MLA, a local Medical Reporting Agency based in Liverpool working on a nationwide scale and renowned for exceptional service delivery. We treat every customer the same, no matter the size or volume.

Bringing over 28 years' experience to each and every report and an extensive network of specialist medical experts, we can guarantee quality, efficiency and value for money.

As a recognised Tier 1 MedCo agency, we're proud to deliver medical reporting services that set the standard, as well as provide leading specialist Industrial Disease and Military claims services.



As a leading specialist  
in the provision of  
Industrial Disease  
Medical Reporting  
and a Tier 1 MedCo  
accredited MRO,  
we're the experts you  
can count on.

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# Proud MedCo **Tier 1** Agency

As one of the UK's largest and longest established medical reporting agencies, we're proud to be Tier 1 MedCo accredited. We have provided thousands of MedCo medical reports per year for RTA cases since 1990, so it's safe to say we're great at what we do.

While working under a Tier 2 status, we rivalled that of any Tier 1 agency, so it's no wonder in 2019 we became proud holders of a Tier 1 accreditation. Our multi-skilled team continues to provide the seamless service we're renowned for, leading the industry and delivering medical reporting the MLA way.

The MedCo logo consists of the word "MedCo" in a white, bold, sans-serif font, centered within a solid red square.

Through our nationwide panel of MedCo accredited experts, we will arrange the most convenient appointment for your client. If for any reason they are unable to attend, we follow our re-arrangement process to ensure that another appointment is made at the earliest convenience – keeping your client engaged and saving you time on your case.

All MedCo cases are allocated to our highly experienced and knowledgeable team that will handle your case from start to finish.

Our expert team has been trained to deliver quality you can trust, every time. We pride ourselves on delivering the finest attention to detail without compromising efficiency.

So, if you  
can choose us,  
**use us!**

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“Our well-defined processes and transparent SLA reporting allow us to offer an excellent customer service which is vital in this efficiency-driven, highly competitive area.

By listening to and acting on customer feedback, MLA has forged a strong reputation and works with some of the biggest Personal Injury Solicitors in the industry.”

Chris Chatterton  
Managing Director

The MLA logo features the letters "MLA" in a large, bold, white sans-serif font. Below it, the words "MEDICAL LEGAL APPOINTMENTS" are written in a smaller, all-caps, white sans-serif font. The logo is set against a red rectangular background.





# Medico-Legal Case Management

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We know that some cases require extra care and attention. In these instances, we provide a Medico-Legal Case Management service that is managed from start to finish by one dedicated Case Handler.

With a single point of contact throughout, we can really get to understand your unique requirements and deliver a tailored service to meet your needs.

**Our Medico-Legal Case Management service includes reporting for:**

- **Non-MedCo RTA**
- **Employers' Liability**
- **Public Liability**
- **Occupiers' Liability**
- **Multi-Track**
- **Catastrophic Injury**
- **Military Accidents**
- **Industrial Disease**
- **Noise Induced Hearing Loss**



# Industrial Disease Medical Reporting

Providing Industrial Disease medical reporting services for almost 30 years, we are the UK's undisputed industry leading specialists.

Our valuable experience has afforded us a deep understanding of the differing nature and unique requirements of these case types and so we have created a tailored service which has set a benchmark within the industry.

Built up of our most experienced Case Handlers, our Industrial Disease Team, along with our Expert Panel, is managed by our in-house qualified Industrial Disease Solicitor. With over 10 years' experience in the industry, she filters her knowledge throughout the team to aid their understanding of intricate cases and bespoke requirements.

Your dedicated Industrial Disease Case Manager is the one point of contact throughout and is responsible for ensuring that every case is handled with the detailed care and attention required.

Our service covers a number of conditions including:

- **Asbestosis**
- **Repetitive Strain Injuries**
- **Occupational Asthma**
- **Dermatitis**
- **Cumulative Back Injuries**
- **Hand Arm Vibration**

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“Since working with MLA we have found them to be very professional, accessible and friendly. Their attention to detail at all stages of the process has been very impressive in addition to their excellent client care.

The service level they provide is exemplary which in turn makes progress of the claims a far more efficient and pleasant experience. Second to none!”

Kevin McCarthy  
Partner, Industrial Disease  
Hugh James

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# Our Specialist Industrial Disease Team

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**Erin  
Byrne LLB**  
Industrial  
Disease &  
Expert Liaison  
Manager

A 5 year PQE Industrial Disease Solicitor with over 14 years' experience in the PI industry, Erin joined MLA as the Expert Liaison and Industrial Disease Manager in January 2016.

Erin is extremely passionate about access to justice. Her role in overseeing the Industrial Disease Team enables her to ensure that each piece of medical evidence produced is of the highest quality and exceeds your expectations every time.



**James  
Winward**  
Industrial  
Disease Case  
Manager

Our dedicated Industrial Disease Case Manager, James, has an abundance of knowledge built over 10 years of working within the claims industry.

Specialising in Industrial Disease for the last 4 years, James has developed a strong understanding of the unique requirements of these case types and how they differ from other personal injury claims.



# Expert **Partners**

We partner with almost 400 consultants across over 500 clinical locations nationwide who specialise in Industrial Disease meaning we can always allocate the most appropriate expert to your case.

**52** Chest Physicians  
Covering  
**94** Locations

**40** Vascular  
Surgeons Covering  
**51** Locations

**124** Orthopaedic  
RSI Covering  
**177** Locations

**14** Rheumatologists  
Covering  
**26** Locations

**110** Orthopaedic CBI  
Covering  
**127** Locations

**19** Dermatologists  
Covering  
**38** Locations

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I have worked with MLA for a number of years producing asbestosis and industrial asthma reports, I have an excellent working relationship with MLA and have always found their staff friendly and helpful.

All information is always provided at instruction which helps me produce my reports without delays

Dr Adrian Draper –  
Respiratory Consultant

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# NIHL – Noise Induced Hearing Loss

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Having produced over 40,000 NIHL (Noise Induced Hearing Loss) medical reports, we are at the forefront of the industry and pride ourselves on driving innovation and efficiencies throughout everything we do.

Using a range of screening and testing methods we will advise you on the most appropriate pathway for your client, allowing you to minimise cost wastage on unsuccessful cases and benefit from an efficiently produced quality report every time.

## **Audiology Screening**

Through our Audiology Screening service, we will assess your client to determine whether or not there is evidence of Noise Induced Hearing Loss prior to instruction, therefore improving your case success rates and reducing any unnecessary costs.

All of our Audiologists are subjected to stringent vetting processes to ensure that they are qualified with a BSc in Audiology. The Audiogram is then quality checked to ensure BSA compliance - every report that we produce is subject to a rigorous quality checking process to ensure that everything is correct first time.

Quality is paramount to us. All audiology screenings are conducted in sound proof booths or sound treated rooms and we ensure that all of our Audiologists meet our standards.



# NIHL - Noise Induced Hearing Loss

## ENT Reports

We know that no two cases are the same and as such we offer three options for ENT reports:

### Option 1 – Desktop Report

Once the client has attended an audiogram, arranged by us, and the results are received, a Coles Report is carried out.

Following a positive outcome, we will complete a pre-medical questionnaire. If the results are positive, instruction for an ENT report to be produced will be sent without an examination.

### Option 2 – Comprehensive Report Including Coles Calculation

Following receipt of the CMC audiogram, we carry out a full tech review and run a Coles Report. If the outcome is positive, we will arrange another audio appointment for the client, review the results and carry out a further Coles Report.

Following a positive outcome, we will complete a pre-medical questionnaire. If all outcomes are positive, we will arrange a further appointment for an audiogram followed by an ENT consultation.

### Option 3 – ENT Examination

We will arrange a convenient audiogram for your client as well as an ENT examination to take place on the same day.





# NIHL - Noise Induced Hearing Loss



## CERA Testing

To determine a more accurate result, we use Cortical Evoked Response Audiometry, also known as CERA Testing. This form of testing is useful for clients where there is any doubt as to the reliability of the pure tone audiometry thresholds for reasons such as non-organic hearing loss, moderate to severe tinnitus, language barriers etc.

CERA Testing uses electrodes that are placed on the client's forehead and behind the ears to measure the brain's response to sound, therefore removing the need for the client to physically react.

## ULL Testing

Specifically used for Military cases, Uncomfortable Loudness Level (ULL) Testing is used to indicate the presence of Hyperacusis. This is when a client suffers with over sensitivity to certain frequency and volumes ranges of sound, so what would seem like every day normal would be intolerable for them.

The test is carried out in sound proof booths or sound treated rooms and the main objective is to effectively identify the minimum level of sound that is judged to be uncomfortably loud by the client.



# Military **Accidents** Services

We understand that Military claims are often a result of catastrophic and life-changing incidents.

We are well equipped to provide every case with the attention to detail it requires whether it be physical or psychological. Our dedicated Case Handlers will be your one point of contact throughout and will be on hand to put your client at ease when explaining the whole process.

Our comprehensive Military Accidents service covers a range of injury types and is supported by our nationwide panel of medical experts who are highly experienced in these case types, allowing us to provide the best possible experience for your client.

Military reports we provide include but are not limited to:

- **Hearing Loss**
- **Post Traumatic Stress Disorder (PTSD)**
- **Non-freezing cold injuries/Cold Foot Injuries/Trench Foot (NFCI)**
- **Military training accidents**
- **Military combat accidents**
- **Friendly fire incidents**
- **Sports injuries**
- **Chemical accidents**
- **Parachuting accidents**
- **Exposure to harmful substances, such as asbestos**

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# Our Expert Panel



We're dedicated to continually enhancing our expert panel, improving: coverage, reporting, service levels, and expanding on expertise and court experience.

With a growing panel of over 1,000 experts, many of whom are considered eminent within their individual field, we can allocate the most appropriate expert to every case. Our nationwide coverage allows us to arrange local appointments for your client at a day and time that is most convenient for them.

Our strict and continuous recruitment policy guarantees that only the highest calibre of experts are welcomed onto our panel.

Before an expert can join our panel, our dedicated Supply Team carry out a full vetting process which includes checks against:

- **Certification of expert qualifications against the GMC register**
- **Evidence of professional indemnity insurance**
- **ICO Registration**
- **Agreement to service requirements**
- **Medico-Legal experience**
- **Venue suitability**
- **Content of the Sample Medical Report**

Continuous training is provided to all of our experts to ensure that we're applying the highest level of knowledge to every case.



# Want To **Find Out More...?**

T: **0844 225 3888**

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