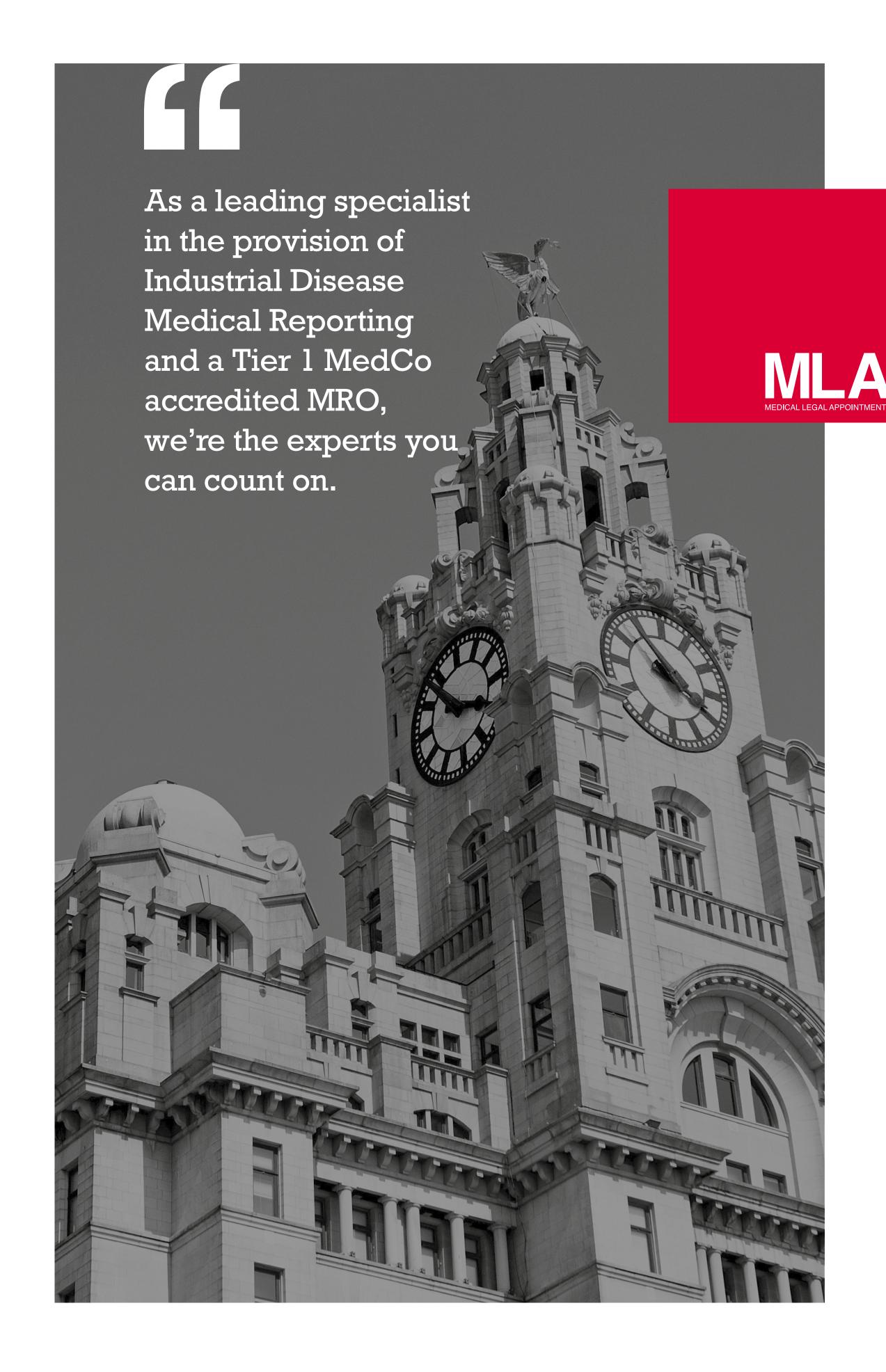


## The MLA Way

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.



## 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.

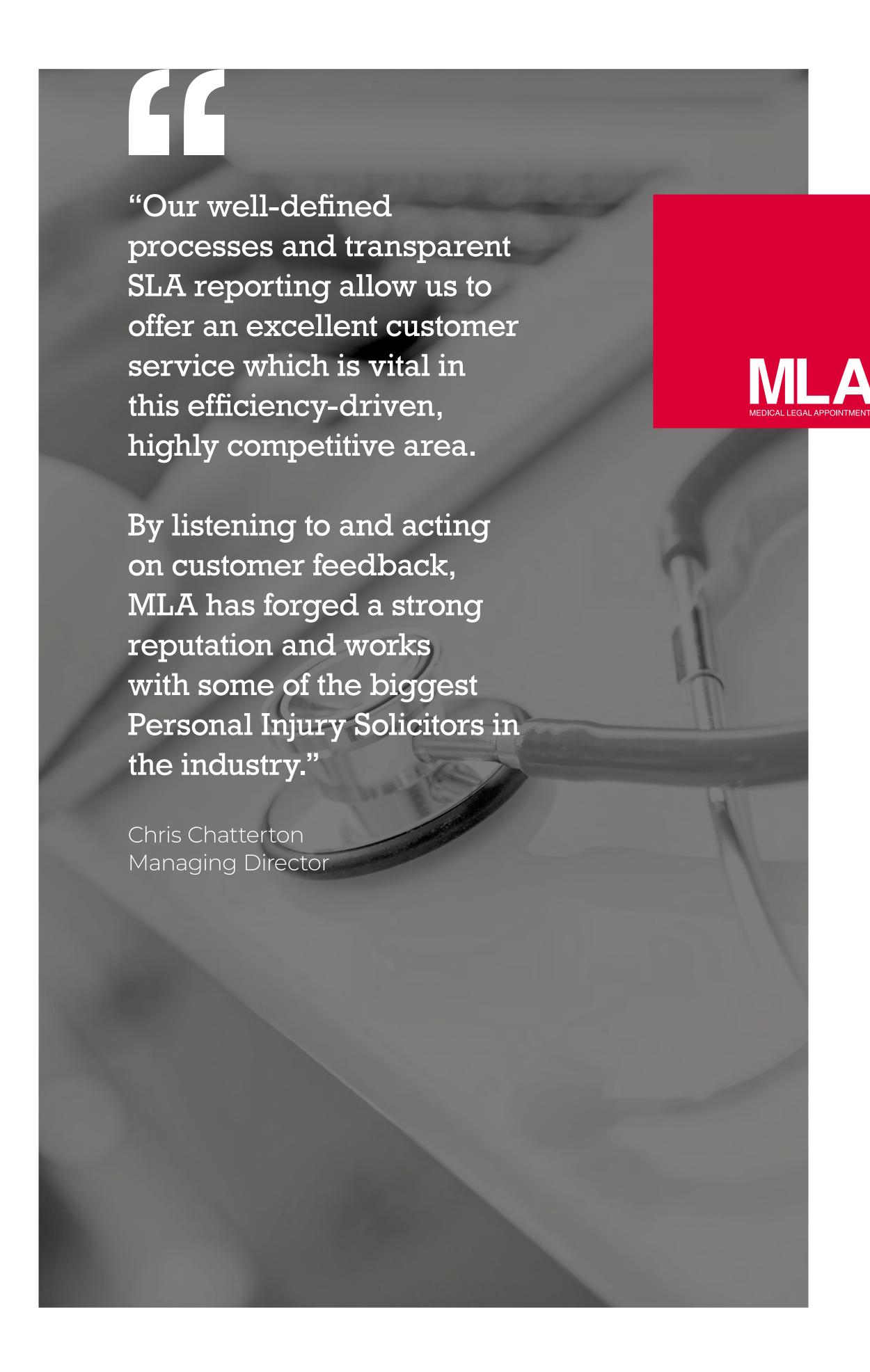
MedCo

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.

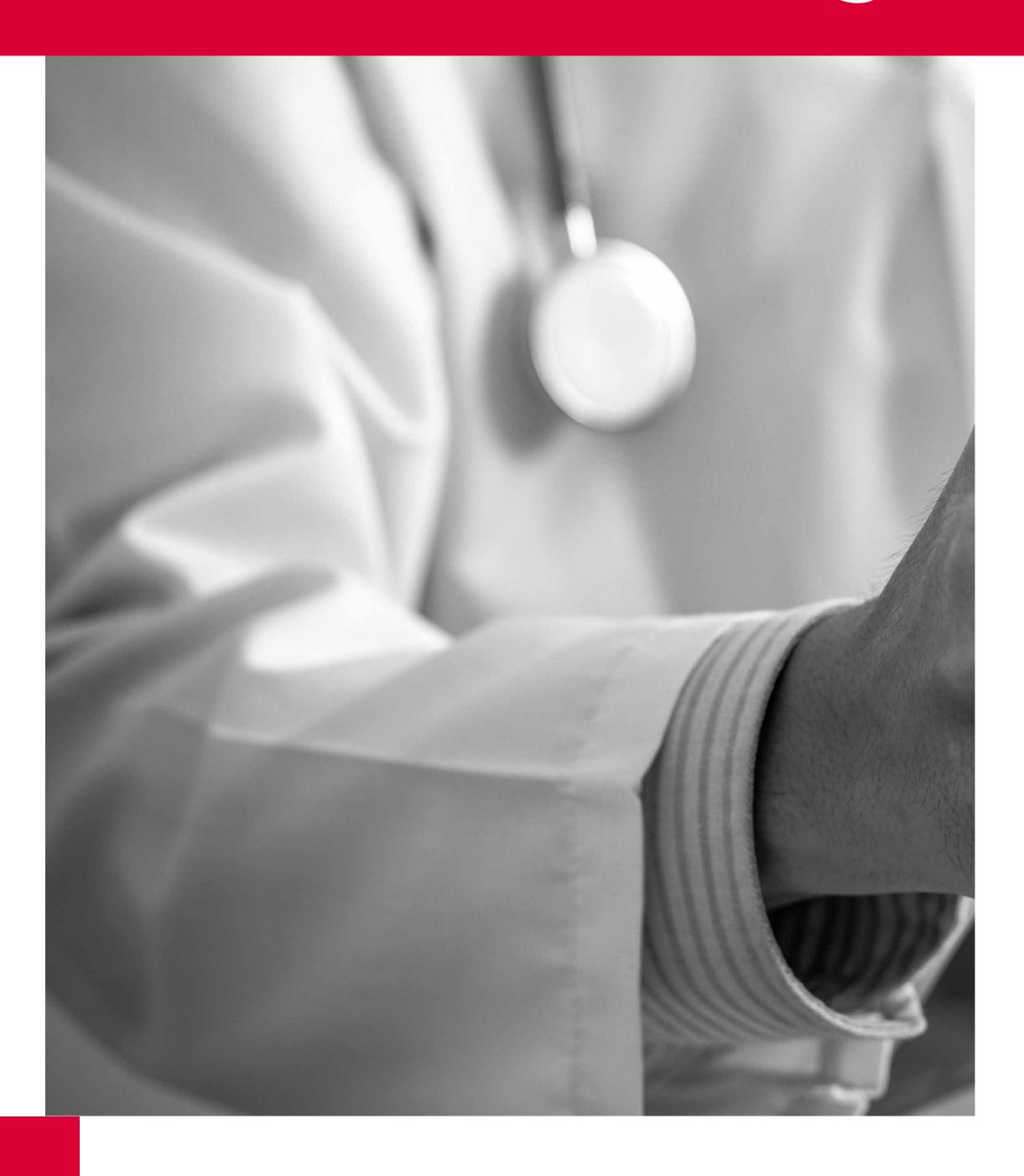
Our expert team has been trained to deliver quality you can trust, every time. We pride ourselves on delivering the finest attention to detail without compromising efficiency.

So, if you can choose us, use us!



## Medico-Legal Case Management





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.

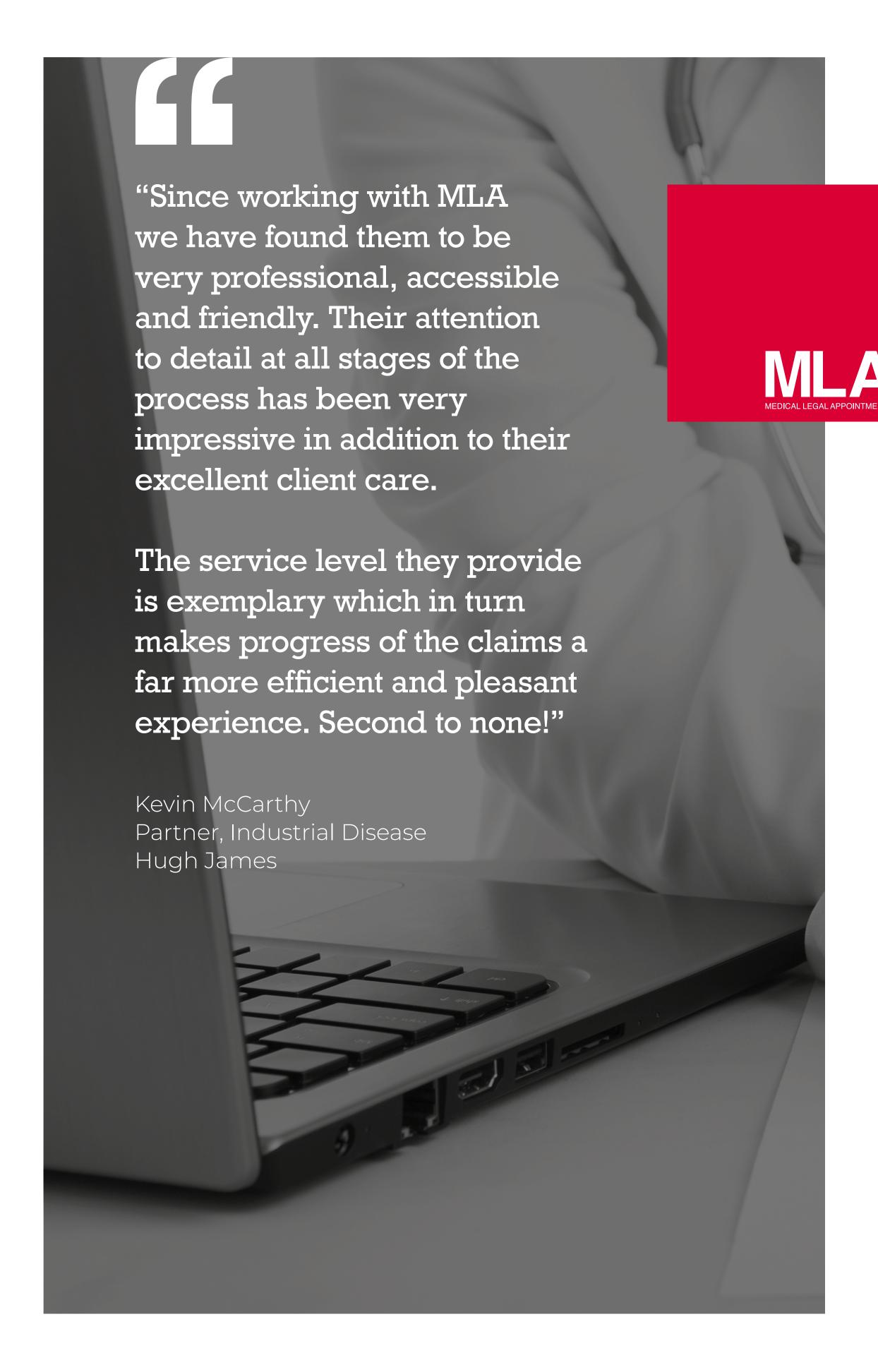
Our valuable experience
has afforded us a deep
understanding of the differing
nature and unique requirements
of these case types and so we
have created a tailored service
which has set a benchmark
within the industry.

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.

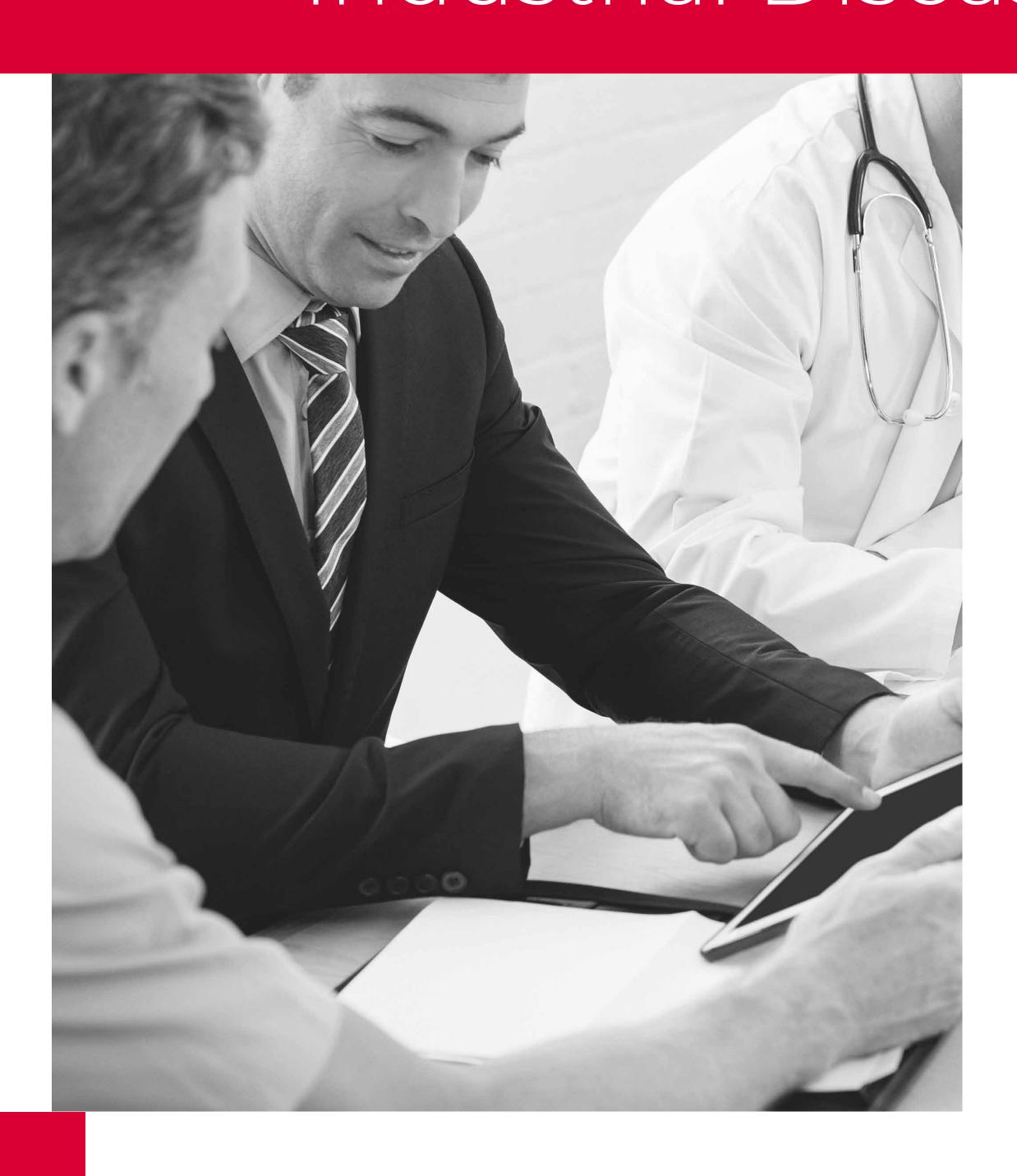
Our service covers a number of conditions including:

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



## Our Specialist Industrial Disease Team







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** VascularSurgeons Covering**51** Locations

124 OrthopaedicRSI Covering177 Locations

14 RheumatologistsCovering26 Locations

110 Orthopaedic CBICovering127 Locations

19 DermatologistsCovering38 Locations

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

# NIHL-Noise Induced Hearing Loss





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:



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.

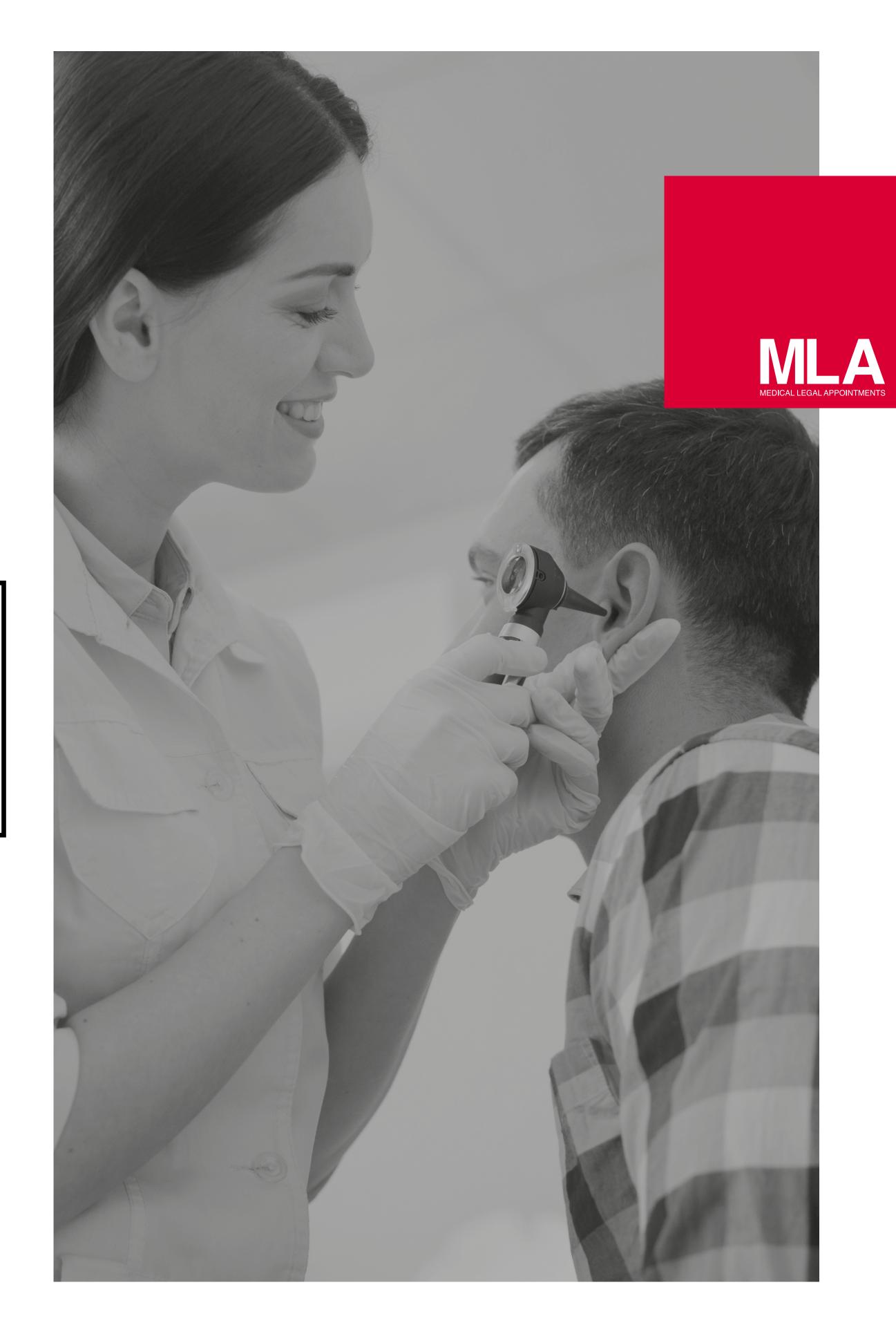
## Option 2 – Comprehensive Report Including Coles Calculation

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.

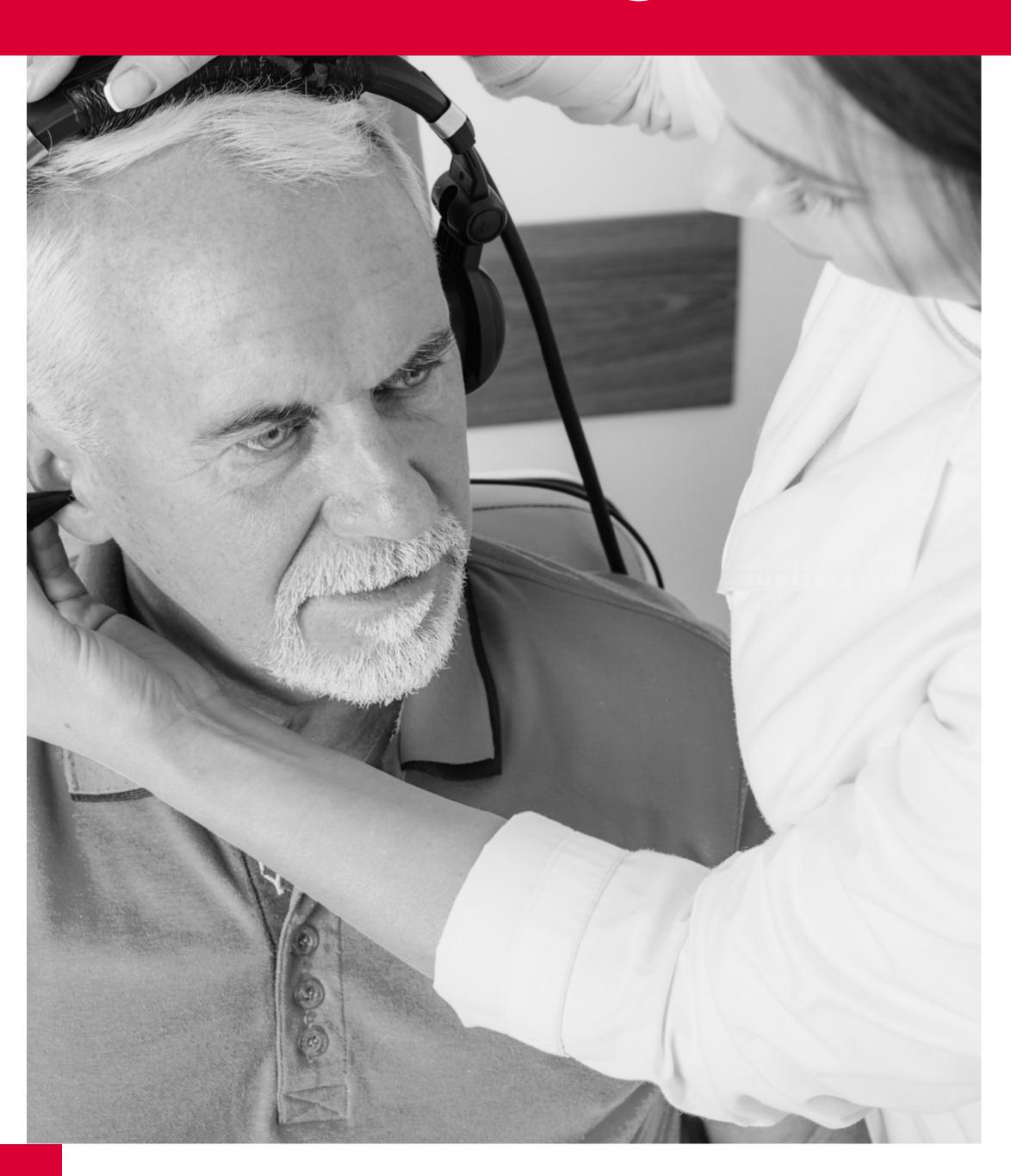
### Option 3 – **ENT Examination**

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.

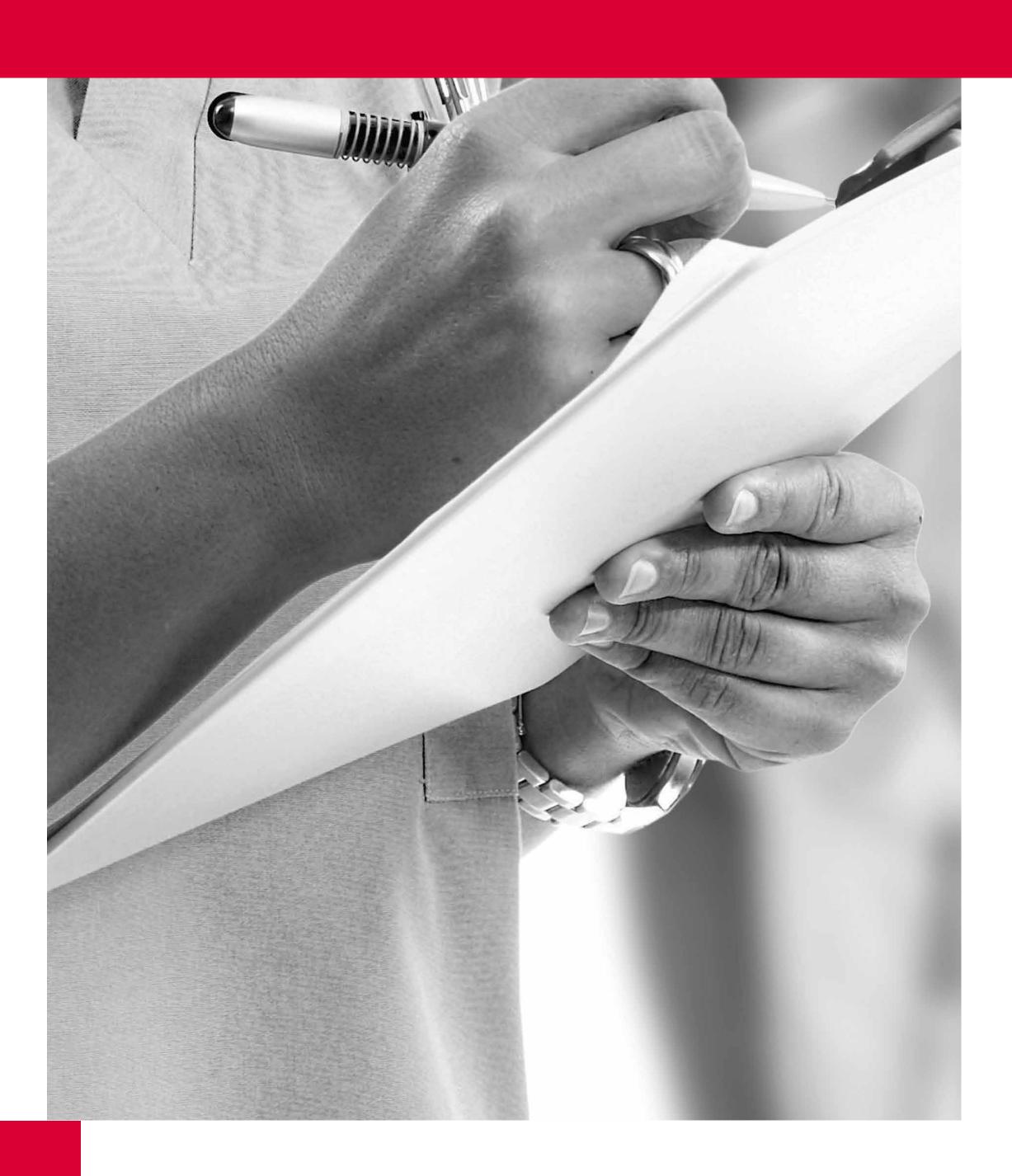
Military reports we provide include but are not limited to:

- 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



## 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 to 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

E: enquiries@mla-ltd.co.uk

Medico-Legal Appointments Ltd, 6th Floor, 1 Tithebarn Street, Liverpool, L2 2NZ



