

proclaim
care



GUIDANCE FOR CLIENTS



here to help

Proclaim CARE provides a specialist rehabilitation service. We are an independent organisation staffed by people with extensive experience in dealing with the consequences of personal injury. Our focus is entirely on helping the injured party - for the best benefit of them, their representatives and compensators.

We adhere to The Rehabilitation Code, a copy of which can be viewed at our web site:

www.proclaim-care.co.uk

We will be using our experience to assess your needs and find the best ways to assist you - helping you to achieve optimum recovery within as short a time span as possible and helping you return to the workplace.

The cost of our service is met by the funding company who has instructed us.

We will devise a CARE plan aimed at providing a concerted approach and helping you back to normal. This plan will be sent to your solicitor and insurer.

YOUR CASE MANAGER

Your key contact will be through our Case Manager who is medically qualified and has the necessary skills to assess your situation and the issues to be addressed. The Case Manager will maintain regular contact to review progress and update the programme. Your Case Manager will agree the action appropriate to resolve or at least reduce the problems in the immediate, medium and longer term. This productive two-way communication process is essential in achieving an early and satisfactory solution.

MEDICAL ASSESSMENT

One of the steps we need to take is to obtain a medical assessment, to identify the precise nature and extent of any injuries you sustained. This medical assessment comes from your GP or the specialist who is treating you. We will need you to sign a consent form to allow us to see it.

We will also need you to sign a Vocational Mandate authorising us to speak to and meet with your employers or employment adviser.



LEGAL RIGHTS

Dealing with Proclaim CARE does not affect your legal rights.

You are free to consult with your own advisers on any matter - we will be happy to work and co-operate with them in resolving the issues that affect you.

www.proclaim-care.co.uk

Proclaim CARE Limited,
2 Cadzow Park, 82 Muir Street, Hamilton, ML3 6BJ
Telephone: 01698 207755 Facsimile: 01698 891025
e-mail: helpis@proclaim-care.co.uk
Registered in Scotland No. SC287770



INVESTOR IN PEOPLE