

# Important Information about Your Scheduled Examination

## Medical Systems

Professional Medical Consulting Services  
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Phone: 800-261-3278

You probably have many questions concerning your upcoming examination appointment. Please take a few moments to read this. Many of your questions will be answered below.

### **What is Medical Systems, Inc.?**

We are a professional medical consulting service with hundreds of doctors representing more than 250 medical specialties. We are not owned or operated by the insurance company or law firm who has requested this examination. All doctors are independently contracted by us to provide evaluation services, and none have ownership in Medical Systems, Inc. This approach enables us to provide you with a completely independent, impartial and nonbiased examination with the most qualified evaluating doctor.

### **Why Was This Examination Scheduled?**

The insurance company or law firm requesting this examination wants to assure you receive the care you need to get you back to normal as quickly as possible. Medical Systems, Inc. has been consulted to arrange an Independent Medical Evaluation (IME) for you concerning your Worker's Compensation claim.

### **Can I Call the Doctor After I've Been Seen?**

The doctor who will examine you was contracted to provide an impartial evaluation of your injury; therefore, s/he is unable to provide treatment or treatment recommendations. As a matter of policy, our doctors will not accept telephone calls, letters or follow-up appointment requests from you. Please direct any requests of the doctor you have to the person who sent you for this appointment.

### **What About Bringing Another Person With Me?**

For your comfort, most of our doctors do permit a spouse or other adult family member to be present throughout the examination. However, due to the size of our exam rooms we limit exam room occupancy to the person being examined and one additional person.

If you are being seen for a Worker's Compensation injury, you may also bring your treating doctor with you to the appointment at your own expense.

**IMPORTANT:** Due to the nature of the exam, we ask that you do not bring children to your appointment. Unattended children are not permitted in waiting rooms.

### **What if I Can't Make the Appointment?**

We strongly urge you to make every effort to attend the scheduled appointment. If you absolutely cannot be at the appointment on the scheduled date and/or time, please contact the representative handling your claim as soon as possible. Unfortunately, Medical Systems, Inc. cannot accept cancellation or reschedule requests directly from you. The claims representative handling your claim must contact us concerning any requests for changes to this appointment.

**FOR WORKER'S COMPENSATION CLAIMS:** If you do not attend, continuation of your Worker's Comp benefits may be jeopardized. Please contact your Worker's Comp claims representative for more information. Call 800-261-3278 if you require the telephone number of your Worker's Comp claims representative.

### **How Long Will the Examination Take?**

Most medical examinations take approximately 30-60 minutes, but your examination may take slightly more or less time, depending upon the type of injury you have.

Often psychological doctors conduct psychological testing as a part of the exam and depending upon the type of testing, this could take between 3-8 hours.

**HOW YOU WILL KNOW IF YOU ARE HAVING A PSYCHOLOGICAL EXAM:** The doctor's specialty area will be listed as "Psychology," on the confirmation letter

and they will have the initials Ph.D., or Psy.D. after their name.

### **What Will the Doctor Do?**

The doctor conducting your examination will be asking you some questions concerning your injury. Questions will be about the injury you experienced. (Examples include: how the injury occurred, what treatment you received following the injury, if you feel the treatment is working, how you are feeling, etc.) If you have had previous injuries, the doctor may ask you about those as well.

If your injury occurred at work, the doctor may also ask about your job (Examples include: what do you do while working, how do you do it, where do you work, etc.)

Then, s/he will conduct an examination which will be focused only on the injured part of your body. There will be no treatment rendered. Following that if the doctor has no further questions for you, the examination will conclude.

**IMPORTANT:** Please do not ask the doctor to offer any information concerning your treatment, or what will happen next with your claim. S/he cannot not share their opinions with you concerning your injury.

### **What Happens After My Examination?**

Following your examination, the doctor will dictate a report directed to Medical Systems, Inc., and we will make the report available to the person who referred you here. If you wish to obtain a copy of the report, you must contact that person. Please allow approximately 10 business days before doing so.

**MEDICAL SYSTEMS, INC. CANNOT PROVIDE REPORT COPIES DIRECTLY TO YOU.**