



DAY ONE RESPONSE

REVIEW USER GUIDE

Review Purpose

We hope this Short Guide helps you maximise the benefit of our Day One Response Review.

The Day One Response (DOR) Review provides an early, doctor-led overview of the claimant's injuries, recovery outlook, and likely rehabilitation needs. It's designed to help you make fast, informed decisions on valuation, track, complexity banding, and rehabilitation — before formal medical evidence is available.

Best practice: DOR works most effectively when the case is referred **before the Letter of Claim**, allowing early clinical insight to guide case strategy, proportional conduct, and rehabilitation planning from the outset.

Establishing Case Value and Track

1. Combine the 12-month estimated rehabilitation costs with your general damages estimate to form an early, credible view of total claim value.
2. If the report shows multi-domain injuries or recovery beyond 12 months, project rehab costs over the full recovery period (e.g. 18–24 months)
3. This helps determine whether the case is likely to fall within the Intermediate or Multi-Track range.

Identifying the Right Band (Intermediate Track Cases)

1. Use the Complexity Indicators to gauge likely banding:
 - a. Band 1–2: Single or limited injuries, short recovery.
 - b. Band 3–4: Multi-disciplinary rehab, longer recovery, vocational impact.
2. These indicators give you a clear, evidence-based rationale for internal file planning and proportional case handling.

Initiating Rehabilitation Through Medicess

1. The report provides the clinical justification for early rehabilitation and an Immediate Needs Assessment (INA).
2. Once the defendant is identified, Medicess manages the INA funding request and liaison directly with the compensator — ensuring compliance with the Rehabilitation Code 2015 and continuity of care.
3. This approach maximises early recovery potential and keeps control of rehabilitation delivery



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with Medicenss.

The DOR provides the evidence — Medicenss manages the process.

Evidencing Proportional Conduct

1. Keep the DOR report on file — it evidences that injury complexity, value, and rehabilitation were considered early and proportionately.
2. It supports compliance with the Pre-Action Protocol and Fixed Recoverable Costs framework.

Managing Loss and Return to Work

Where work restrictions or redeployment needs are identified, use these findings to demonstrate mitigation of loss and to support early vocational rehabilitation with Medicenss oversight.

Summary

The DOR report helps you:

- Establish early case value and track.
- Identify the correct complexity band.
- Justify and trigger Medicenss-led rehabilitation engagement.
- Demonstrate proportionate, collaborative conduct.
- Support mitigation of loss and recovery outcomes.