

GUIDE TO THE DOCTOR'S VISIT

WHEN YOU CLAIM:

DISABILITY LIVING ALLOWANCE, ATTENDANCE ALLOWANCE, INCAPACITY BENEFIT

You may be visited by a Doctor who will provide additional information to the Department for Work and Pensions concerning your claim.

Some people who find out that a Doctor will be visiting can become quite nervous. This short guide aims to answer some of your possible queries and help to put you at ease.

Not everyone gets a visit from a Doctor. If you do, you should be notified well in advance. **You are entitled to refuse an unannounced visit.**

Always have someone with you during the visit, also throughout any examination.

The doctor will ask you to explain the difficulties you have with your care needs and your mobility. He/she will also make an assessment of how your condition affects you.

Make a note of the medical checks done and the length of the visit. Do not do anything for the doctor that you know will cause you pain or damage.

Do not try to show how independent you are. Do not claim to "manage" tasks that cause you pain or discomfort.

Do not overplay your problems. **You are likely to be found out!**

Make sure all the facts are recorded by the Doctor, no matter how trivial or unimportant you think they are.

Read the Doctor's report carefully and make sure you agree with what has been said before you sign it.

It's also a good idea to make a note of the **Doctor's name**.

If you want to complain about any aspect of the examination, contact DIAL so that we can give you advice on what to do next.

You are entitled to complain if you are unhappy with the treatment you have received.

What happens if my claim is turned down following the doctor's visit?

If your claim is turned down, or you get a lower level of benefit than you expected, you can challenge the decision. You only have a month in which to do this, so get in touch with DIAL and we will see if we can help you.

All details are correct at time of publication. However, if you find any information is inaccurate or out-of-date, please call us