INCIDENT
• Claimant(s) suffers adverse outcome and seeks legal advice.
• C’s adviser consider limitation
• C’s adviser consider rehabilitation
• C’s adviser consider use of complaints process

REQUEST FOR RECORDS
• C requests copies of medical records from D and any relevant third parties
• D provides records - or an explanation as to any delay with 40 days
• If D fails to provide records or explanation C makes pre-action application for disclosure
• C paginates and files any received records

LETTER OF NOTIFICATION
• C sends Letter of Notification (LoN) to D explaining that claim is contemplated
• D acknowledges LoN and confirms where Letter of Claim (LoC) should be sent
• D considers whether to commence investigation and/or obtain expert evidence
• Both parties consider rehabilitation
• Both parties consider limitation
LETTER OF CLAIM
- C sends LoC to D and D's insurer detailing allegations as to breach of duty and causation
- C provides D with copies of relevant records and/or a list of all records obtained
- C sets out chronology of events
- C provides evidence as to condition, prognosis and alleged quantum losses
- Both parties consider rehabilitation

LETTER OF RESPONSE
- D provides C with detailed Letter of Response (LoR) within 4 months
- LoR will set out any admissions or denials as to breach of duty and/or causation
- D identifies relevant medical records not referred to in LoC
- D agrees C's chronology or provides alternative chronology
- Both parties consider rehabilitation

ADR
- Parties consider whether matter can be resolved without further recourse to the court
- Parties consider non-financial resolution (e.g., face-to-face explanation, further treatment and/or apology)
- Parties consider financial settlement (without admission of liability)
- Parties consider rehabilitation

STOCKTAKE
- Parties seek to narrow issues to dispute
- Parties seek to agree chronology and key facts
- Parties seek to identify any matters that could be dealt with as preliminary issues (e.g., limitation)
- Parties consider rehabilitation
- Parties consider what further expert evidence will be issued
- Parties consider whether Protocol has been complied with