

Direct Medical Expert

A Direct Medical Expert is an expert who appears in a MedCo search and is willing to take direct instruction from a Claimant Representative or other Authorised User such as an Insurer. A DME may also receive MedCo work via being part of a panel for a MedCo Audited Medical Reporting Organisation (MRO). DMEs may also choose to opt-in to receive and accept work via the Official Injury Claims system. This latter option is subject to an Audit.

- It is the DME responsibility to ensure they agree terms and conditions with the Authorised User before they accept instructions to produce a medico-legal report. MedCo is unable to become involved in disputes relating to payments between instructing parties such as firms of solicitors and the DME. If working for an MRO it is the responsibility of the DME to ensure they establish their terms and conditions directly with the MRO. MedCo are only able to get involved with any payment issues or problems arising from the relationship between the expert and the MRO in so far as it relates to the MRO and its compliance with the Qualifying Criteria.
- A DME is responsible for adding practising addresses to their account, these must be in locations that the expert is willing to travel to for a single claimant, if necessary. The practising address added must relate to the postcode of the venue itself and not the surrounding areas and must not be PO Boxes. These addresses must be kept up to date by the DME.
- The DME must ensure that at all times the best interest of the claimant is considered and examination locations must be confidential, private, safe and secure and be regarded as a professional environment. Subject to the right to periodical review, currently MedCo considers the following venue types as examples but not an exhaustive list:
 1. Best practice: Medical facilities e.g. clinics, GP practices and other medically equipped centres.
 2. Acceptable: Hotel conference / meeting rooms / offices equipped to an equivalent standard to medical facilities that are confidential, private, safe and secure and home visits (eg elderly/vulnerable patients).
 3. Inappropriate: Hotel bedrooms, other offices / commercial premises, private residences and via webcams or other means whereby the medical expert is remote from the patient. If in any doubt, medical experts should refer back to their own regulator and published medical best practice to seek guidance.

- The DME is responsible for uploading Case Data, within 6 months of the date of your selection by an Authorised User or within 30 calendar days of the medical report being sent to the Authorised User, whichever is sooner. This is monitored by MedCo and sanctions will apply where this is not adhered to. A guide to how to upload Case Data can be found [HERE](#).
- A DME must adhere to the MedCo DME User Agreement and click to reaffirm this via their MedCo account on an annual basis. They must also declare any relevant financial links to MedCo on an annual basis.
- A DME must pay the fee in accordance with the MedCo Charging Policy on an annual basis, in order for their account to remain active and for them to carry out MedCo work.
- A DME must keep their account details up to date and mark themselves inactive if they do not wish to receive selections for a period of time.
- A DME has the option to become an IME at any point and can apply to do this from their DME account. **IMPORTANT NOTE:** *When a switch is made there is a short period where a medical expert will not shown as operational. This is to process the due diligence and manage the processing of any outstanding and new invoices.*
- A DME must ensure that they comply with all relevant regulations including the General Data Protection Regulation, at all times.
- DMEs must ensure that any examination or clinic they are allocated is conducted in a safe, secure and appropriate premises and an appropriate amount of time is spent with a claimant to ensure a fit for purpose, quality medico-legal report.

Indirect Medical Expert

An Indirect Medical Expert (IME) is an expert who solely receives MedCo work via a Medical Reporting Organisation (MRO). An IME is able to work on a number of MRO panels and will establish their terms and conditions directly with the MRO. This relationship is completely independent of MedCo. MedCo are only able to get involved with any payment issues or problems arising from the relationship between the expert and the MRO in so far as it relates to the MRO and its compliance with the MoJ Qualifying Criteria.

- IMEs must ensure that any examination or clinic they are allocated is conducted in a safe, secure and appropriate premises and an appropriate amount of time is spent with a claimant to ensure a fit for purpose, quality medico-legal report.
- The MRO is responsible for all IME bookings and correspondence with Authorised Users. The MRO is also responsible for uploading Case Data, within 30 days of the medical report being disclosed to the claimant solicitor. This is monitored by MedCo as part of the MRO audit process and sanctions will apply where this is not adhered to.
- A IME must pay the fee in accordance with the MedCo Charging Policy on an annual basis, in order for their account to remain active and for them to carry out MedCo work.
- An IME must adhere to the MedCo IME User Agreement and click to reaffirm this via their MedCo account on an annual basis. They must also declare any relevant financial links to MedCo on an annual basis.
- An IME has the option to become a DME at any point and can apply to do this from their IME account. **IMPORTANT NOTE:** *When a switch is made there is a short period where a medical expert will not shown as operational. This is to process the due diligence and manage the processing of any outstanding and new invoices.*
- An IME must ensure that they comply with all relevant regulations including the General Data Protection Regulation, at all times