

How to:

Verify a MedCo medical report

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Owner: MedCo Registration Solutions

Introduction

MedCo is the system used to facilitate the sourcing of medical report providers in claims brought under the Ministry of Justice RTA Small Claims Pre-Action Protocol or the Pre-Action Protocol for Low Value Personal Injury Claims in Road Traffic Accidents.

To verify that a medical report has been sourced via MedCo you can use the Case verification function.

This document provides an overview of the function. It will describe

- Who can use the Case verification function?
- How to use the Case verification function and
- What the results mean.

Who can use the Case verification function?

Case Verification is available to all Authorised Users, such as a claimant representative or compensators, and provides the user with the ability to verify that a report has been sourced via MedCo.

To verify a medical report you will require the MedCo case ID and the professional identification number of the expert that produced the report.

How to use Case verification?

To use the function following the steps below

1. From the Main Menu select Case Verification

Authorised User

Please choose from the following options

Manage Registration
Manage User Agreements & Financial Links
Manage Users
Manage Branches
Manage MedCo Cases
Medical Expert Enquiry
Case Verification
Change Password

2. Enter the MedCo Case Reference Number

MedCo Case Reference Number

Note: All MedCo case reference numbers contain a forward slash. You only need enter the values in front of the forward slash.

3. Enter the Professional Id of the expert you want to enquire

Professional Id

Note: You must enter the correct format. For a GMC registered expert it is 7 digit values. For HCPC experts you must enter the PH prefix in capital letters i.e PHXXXXX

4. Click Search

What do the results mean?

Following a Search the system will return one of the following results.

Scenarios 1 and 2 are succesful matches.

1. Case instructed to a MRO: MedCo case is valid, the MRO has uploaded case data and is associated to the professional ID entered

The system will return any matches where the Professional ID exists on that MedCo Case reference.

Note that this may return multiple results where there are multiple claimants.

2. Case instructed to a DME: MedCo case is valid and associated to the professional ID entered

The system will return any matches where the Professional ID exists on that MedCo Case reference.

Note that this may return multiple results where there are multiple claimants.

Results from scenario 1 and 2 will be displayed in a tabular format as shown below (column headings and data):

Case ID	Search Date	Instructing Party	Report originator	Professional ID	Examiner
MedCo Case ID* ¹	<i>Date the search was carried out by the AUT user</i>	<i>Name of the AUT associated with the MedCo case</i>	<i>Name of the MRO or DME associated with the case</i>	<i>GMC or HCPC number of the DME or IME associated with the MedCo case</i>	<i>Name of the IME or DME associated to the professional ID</i>

Scenarios 3 to 8 describe the messages displayed where there are no exact matches

- Case instructed to a DME: MedCo case is valid but not associated to the professional ID entered

The search will display the following message:

"This MedCo case reference is valid and was assigned to a direct medical expert. However the professional ID entered does not match the expert selected by the instructing party. Please check that the information you have is correct."

MedCo Case Reference Number

Professional Id

This MedCo case reference is valid and was assigned to a direct medical expert. However the professional ID entered does not match the expert selected by the instructing party. Please check that the information you have is correct.

- Case instructed to a DME: MedCo case is valid AND associated to the professional ID entered, however the expert has closed the case for other reasons² than medical data

¹ This may return multiple results where there are multiple claimants.

² Reasons of closure:

- Claimant did not attend
- Instructing party cancelled selection
- No formal instruction received
- Not a soft tissue injury case

upload

The search will display the following message:

"This MedCo case reference is valid and was assigned to this direct medical expert. However the case has been closed by this expert for the following reason {reason of closure}".

MedCo Case Reference Number	<input type="text" value="419/5"/>
Professional Id	<input type="text" value="1000060"/>

This MedCo case reference is valid and was assigned to this direct medical expert. However the case has been closed by this expert for the following reason: Instructing party cancelled selection

5. Case is not a valid MedCo reference for either DME or MRO

The search will display the following messages:

- a) If you enter an alphanumeric value, for example AB123/4, you will see the message "identifier is not the correct format" as shown below. This is because a numerical value is expected for MedCo case reference.

MedCo Case Reference Number	<input type="text" value="AB123/4"/>
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Identifier is not the correct format

- b) If you enter a value in the correct format (numerical but doesn't exist, for example 12300/1, you will see the message:

"This MedCo case reference is not valid. Please check that you have entered all the details correctly."

MedCo Case Reference Number	<input type="text" value="12300/1"/>
Professional Id	<input type="text" value="1000003"/>

This MedCo case reference is not valid. Please check that you have entered all the details correctly.

6. Case instructed to a MRO: MedCo case is valid but is given to a different expert by the MRO

The system will display the following message:

"This MedCo case reference is valid and is assigned to a MRO, however the professional ID entered does not match the one provided by the MRO. Please check that the information you have is correct".

MedCo Case Reference Number	<input type="text" value="424/9"/>
Professional Id	<input type="text" value="1000003"/>

This MedCo case reference is valid and is assigned to a MRO, however the professional ID entered does not match the one provided by the MRO. Please check that the information you have is correct.

7. Case instructed to a MRO: MedCo case is valid but MRO has not yet uploaded the case data so expert is unknown

The system will display the following message:

"This MedCo case reference is valid and is assigned to a MRO, however the MRO has not yet confirmed to MedCo which expert they have instructed on this case."

MedCo Case Reference Number	<input type="text" value="424/2"/>
Professional Id	<input type="text" value="1000003"/>

This MedCo case reference is valid and is assigned to a MRO, however the MRO has not yet confirmed to MedCo which expert they have instructed on this case.

8. Case instructed to a MRO: MedCo case is valid but MRO has closed the case for other reasons³ than medical data uploaded

The system will display the following message:

³ Reasons of closure:

- Claimant did not attend
- Instructing party cancelled selection
- No formal instruction received
- Not a soft tissue injury case

"This MedCo case reference is valid and was assigned to a MRO who has closed the case for the following reason {reason for closure}".

MedCo Case Reference Number

424/1

Professional Id

1000003

This MedCo case reference is valid and was assigned to a MRO who has closed the case for the following reason : Claimant did not attend.