

How to:

Manually upload case data and view closed cases

Date: 24 April 2018

Owner: MedCo Registration Solutions

Introduction

All Direct Medical Experts (DMEs) and Medical Reporting Organisations (MROs) must upload case data in line with their obligations under the User Agreements.

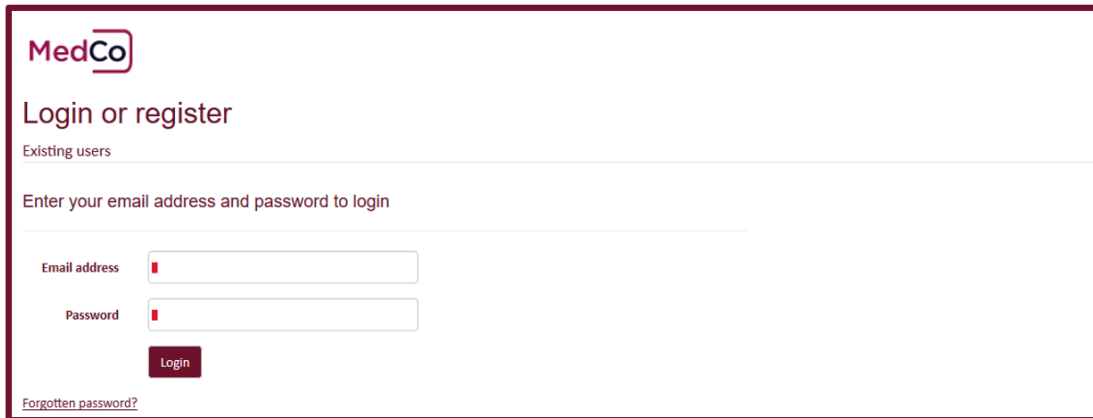
This document provides instructions on how to manually upload case data and how to view a closed case once data has been uploaded. It will describe

- How to locate a case
- How to enter the case data required and close the case.
- How to view a closed case.

How to locate a MedCo case?

To locate a MedCo case to upload data follow the steps below.

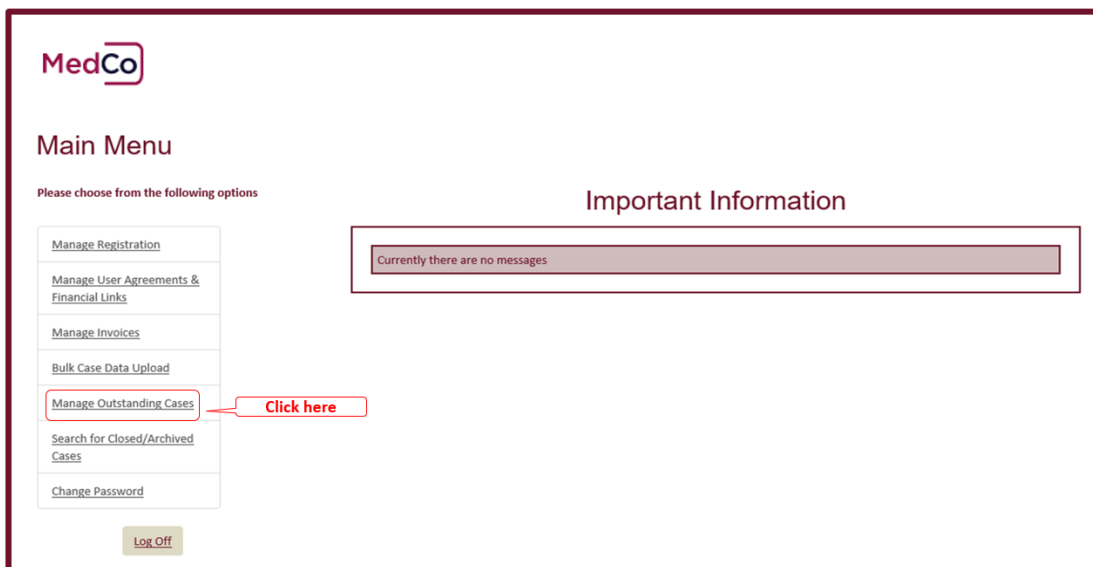
1. Log in to your MedCo account at <https://app.medco.org.uk/> See Figure 1



The screenshot shows the MedCo login page. At the top left is the MedCo logo. Below it is the heading "Login or register". Underneath, there is a section for "Existing users" with a horizontal line. Below that, the text "Enter your email address and password to login" is displayed. There are two input fields: "Email address" and "Password", each with a red vertical bar on the left. Below the password field is a "Login" button. At the bottom left, there is a link for "Forgotten password?".

Figure 1

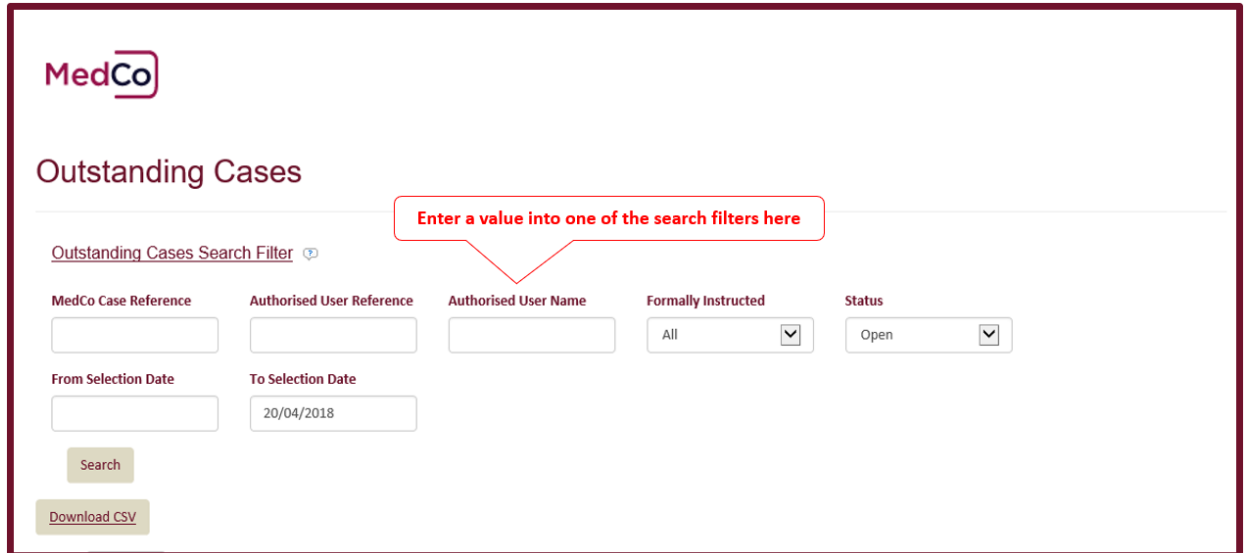
2. From the Main Menu click the option **Manage Outstanding** Cases. See Figure 2



The screenshot shows the MedCo Main Menu. At the top left is the MedCo logo. Below it is the heading "Main Menu". Underneath, there is a section for "Please choose from the following options" with a list of menu items: "Manage Registration", "Manage User Agreements & Financial Links", "Manage Invoices", "Bulk Case Data Upload", "Manage Outstanding Cases", "Search for Closed/Archived Cases", and "Change Password". The "Manage Outstanding Cases" item is highlighted with a red box and a red callout bubble that says "Click here". Below the list is a "Log Off" button. To the right of the menu is a section for "Important Information" with a message box that says "Currently there are no messages".

Figure 2

- On the **Outstanding Cases** screen, there are 7 filters available for you to use in order to find a case or list of cases. If you know the MedCo case reference, enter its value in the **MedCo Case reference** field and click **Search**. See Figure 3



MedCo

Outstanding Cases

Outstanding Cases Search Filter

MedCo Case Reference:

Authorised User Reference:

Authorised User Name:

Formally Instructed: All

Status: Open

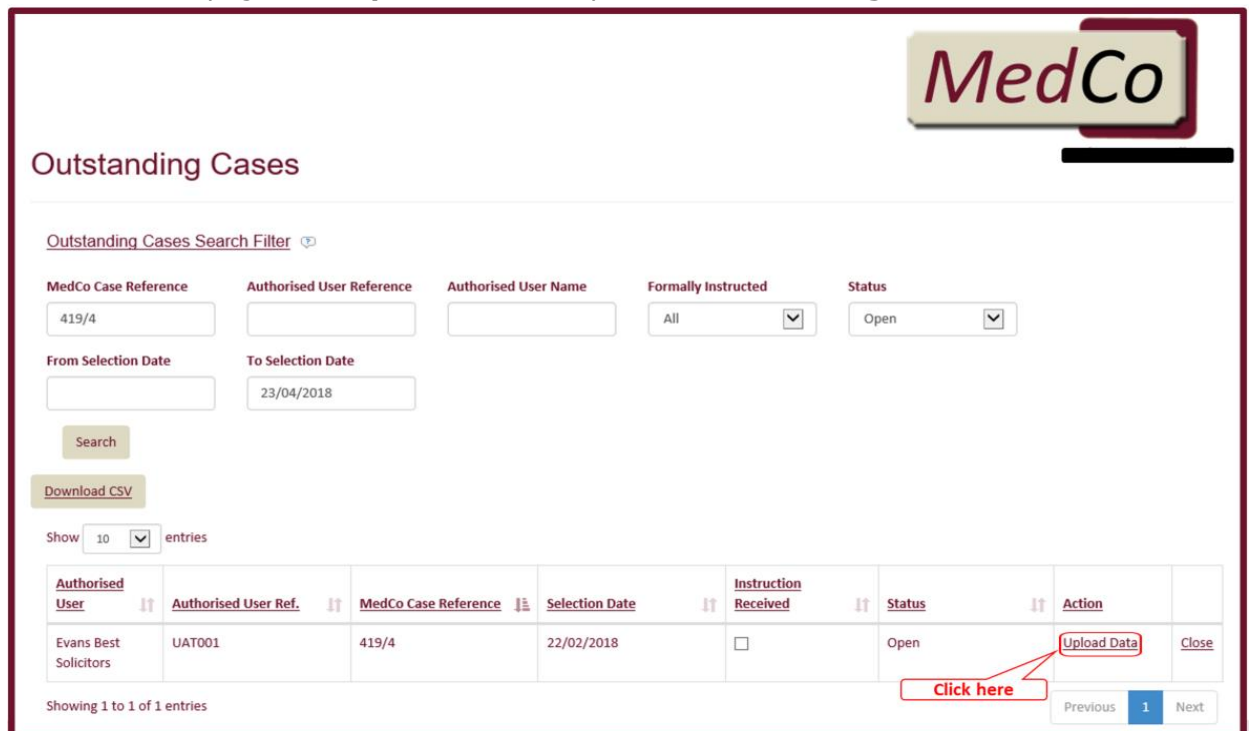
From Selection Date:

To Selection Date: 20/04/2018

Figure 3

Note: if you enter the MedCo case reference in the filter without the forward slash and the following number, the search will return all associated Medco reference numbers eg 419/1, 419/2, 419/3, 419/4 and 419/5.

- On the results page click **Upload data** to open the case. See Figure 4



MedCo

Outstanding Cases

Outstanding Cases Search Filter

MedCo Case Reference: 419/4

Authorised User Reference:

Authorised User Name:

Formally Instructed: All

Status: Open

From Selection Date:

To Selection Date: 23/04/2018

Show 10 entries

Authorised User	Authorised User Ref.	MedCo Case Reference	Selection Date	Instruction Received	Status	Action
Evans Best Solicitors	UAT001	419/4	22/02/2018	<input type="checkbox"/>	Open	<input type="button" value="Upload Data"/> <input type="button" value="Close"/>

Showing 1 to 1 of 1 entries

- This will show the **Case Details** screen. The view will depend on whether you are a DME or MRO.

The DME **Case Details** screen is shown in **Figure 5a** and automatically populates the **GMC/HCPC Number**.

The MRO **Case Details** screen is shown in **Figure 5b** and requires the user to enter the **GMC/HCPC Number** of the medical maexpert that carried out the examination.

DME View

Case Details

Authorised User Reference: Test2
 MedCo Case Reference: 363/1
 Date of Accident: 01/08/2017
 Date of Report:
GMC/HCPC Number: 1000060
 Date of Examination:
 Time Spent With Claimant: In minutes; minimum - 1, maximum - 999

[Add Injury Details](#)

Examination Outcome	Injury Diagnosis	Prognosis	Prognosis Duration (months)	Additional Report Recommended	Additional Treatment Recommended	Type of Additional Treatment

[Return To Outstanding Cases List](#)
[Save](#)

Figure 5a

MRO View

Case Details

Authorised User Reference 363/1
 MedCo Case Reference 366/1
 Date of Accident 01/08/2017
 Date of Report
 GMC/HCPC Number
 Date of Examination
 Time Spent With Claimant In minutes; minimum - 1, maximum - 999

[Add Injury Details](#)

Examination Outcome	Injury Diagnosis	Prognosis	Prognosis Duration (months)	Additional Report Recommended	Additional Treatment Recommended	Type of Additional Treatment

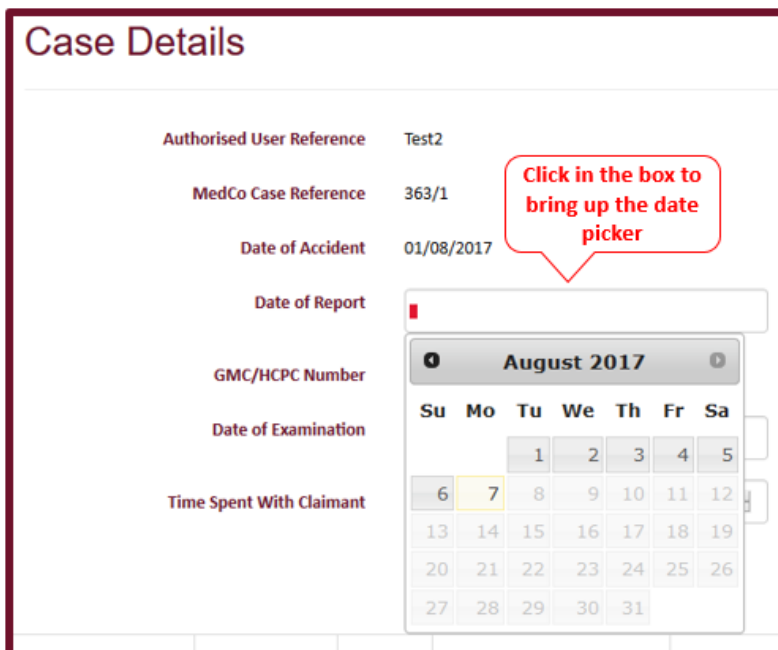
[Return To Outstanding Cases List](#)
[Save](#)

Figure 5b

How to enter the Case Data and Close the Case

Important: Before you start, check you are entering the correct case data by cross referencing the Authorised User Reference *and* Medco Case Reference on the MedCo system with the Medical report you are working from.

1. Enter the **Date of the Report** using either the date picker (that will appear as soon as you click in the box) or type the date manually following the format **DD/MM/YYYY**. See **Figure 6**



The screenshot shows a 'Case Details' form with the following fields and values:

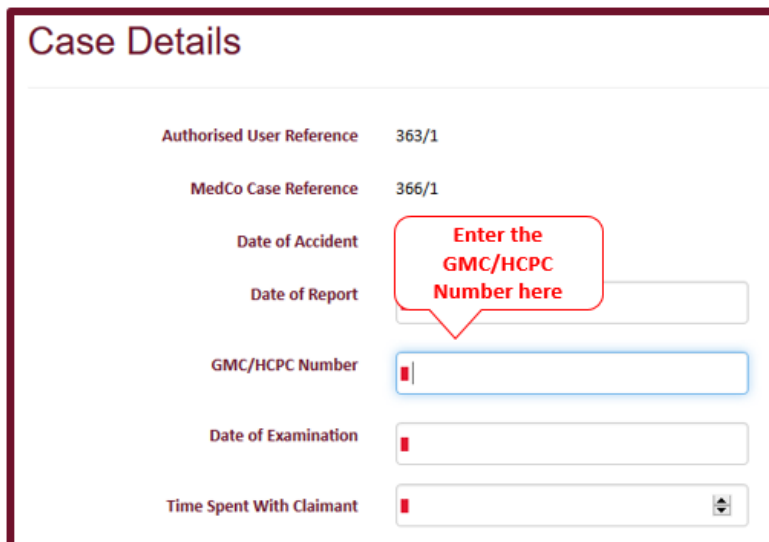
- Authorised User Reference: Test2
- MedCo Case Reference: 363/1
- Date of Accident: 01/08/2017
- Date of Report: [Date Picker]
- GMC/HCPC Number: [Empty]
- Date of Examination: [Empty]
- Time Spent With Claimant: [Empty]

The date picker is open, showing a calendar for August 2017. The date 7th August is highlighted. A red callout box points to the date picker with the text: "Click in the box to bring up the date picker".

Figure 6

Note: the date of the report *cannot* be before the accident

- This step is for MROs Only** – Enter the **GMC/HCPC Number**. See **Figure 7**



Case Details

Authorised User Reference 363/1

MedCo Case Reference 366/1

Date of Accident

Date of Report

GMC/HCPC Number

Date of Examination

Time Spent With Claimant

Note: A red callout bubble points to the GMC/HCPC Number field with the text: "Enter the GMC/HCPC Number here".

Figure 7

- Enter the **Date of the Examination** using either the date picker (that will appear as soon as you click in the box) or type the date manually following the format **DD/MM/YYYY**. See **Figure 8**



Case Details

Authorised User Reference Test2

MedCo Case Reference 363/1

Date of Accident 01/08/2017

Date of Report 06/08/2017

GMC/HCPC Number 1000060

Date of Examination

Time Spent With Claimant

Note: A red callout bubble points to the Date of Examination field with the text: "Click in the box to bring up the date picker".

August 2017

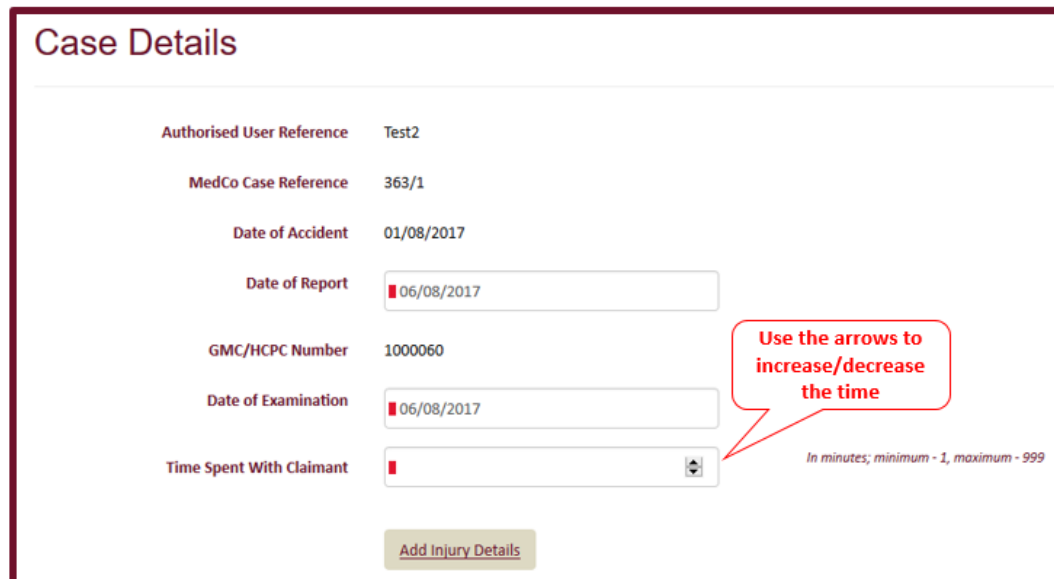
Su	Mo	Tu	We	Th	Fr	Sa
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

Examination Outcome Injury Diagnosis Prognosis

Figure 8

Note: the date of examination *cannot* be before the accident or after the date of the report

4. Enter the **Time Spent with Claimant** in minutes by using the arrows in the box to select the minutes or manually type them in. See **Figure 9**



Case Details

Authorised User Reference	Test2
MedCo Case Reference	363/1
Date of Accident	01/08/2017
Date of Report	06/08/2017
GMC/HCPC Number	1000060
Date of Examination	06/08/2017
Time Spent With Claimant	<input type="text" value=""/>

In minutes; minimum - 1, maximum - 999

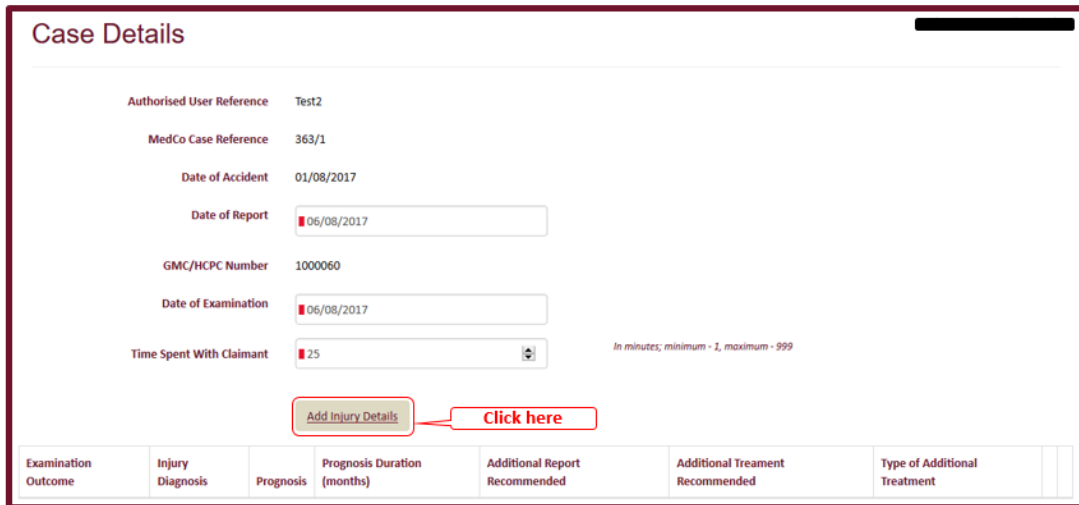
[Add Injury Details](#)

Figure 9

5. Having completed the general information about the report and the examination, click **Add Injury Details** to complete the information about the injury. See **Figure 10**

Important Notes:

- If there are multiple injury types (for example, **neck**, **back** and **shoulder**) this step needs to be completed for each injury type.
- Prognosis Durations must be entered from the Date of the Accident *and* must be the number of months in whole numbers.
- If the "**Claimant's Injury Diagnosis**" is of type "**Other**" then the "**Prognosis**" and "**Prognosis Duration**" fields will not appear.
- It is possible to add injury type multiple times.



Examination Outcome	Injury Diagnosis	Prognosis	Prognosis Duration (months)	Additional Report Recommended	Additional Treatment Recommended	Type of Additional Treatment
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Figure 10

The remaining **Steps 6 – 15** below follows an example of entering case data showing a neck and back injury.

- To add details of a neck injury, first select the **Claimant's Examination Outcome** *Injury Diagnosed* and in the **Claimant's Injury Diagnosis** select *neck*. See **Figure 11**

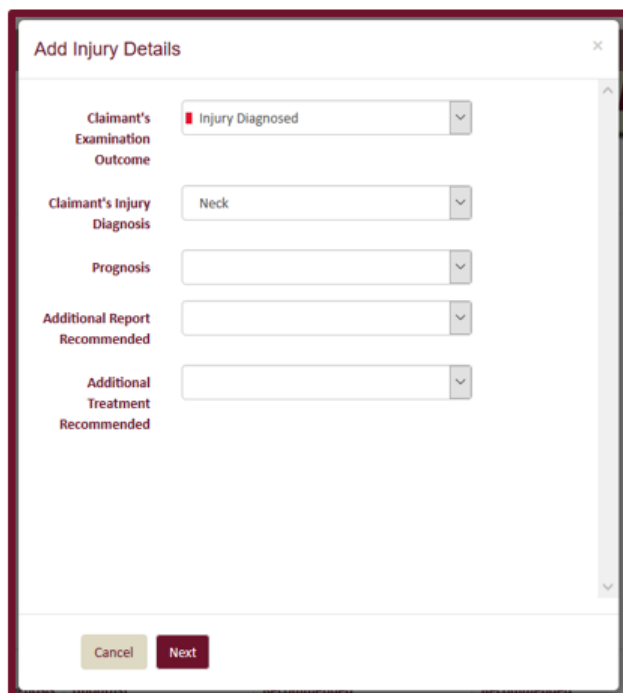


Figure 11

- Complete the remaining information about the *neck* injury using the drop down boxes and press **Next** once complete. See **Figure 12**

Note: Prognosis Durations must be entered from the Date of the Accident *and* must be the number of months in whole numbers.

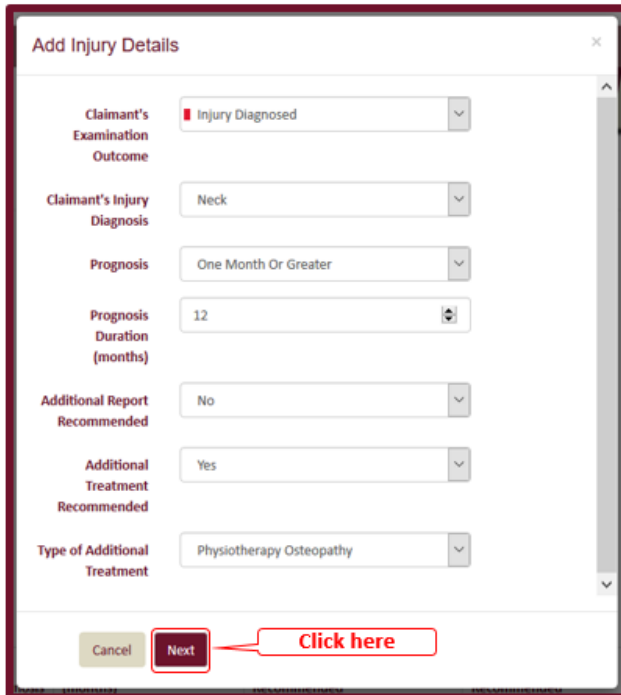
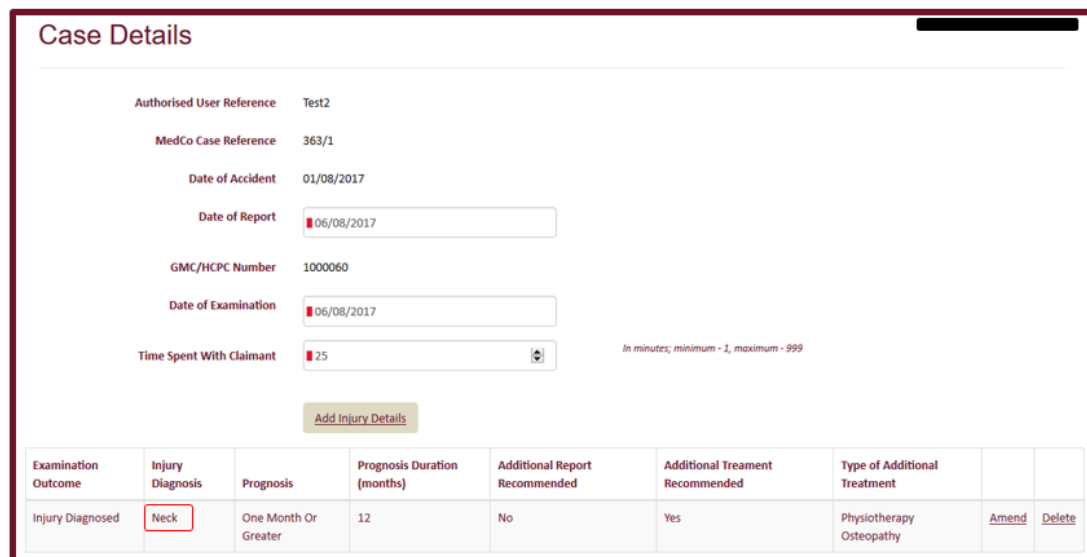


Figure 12

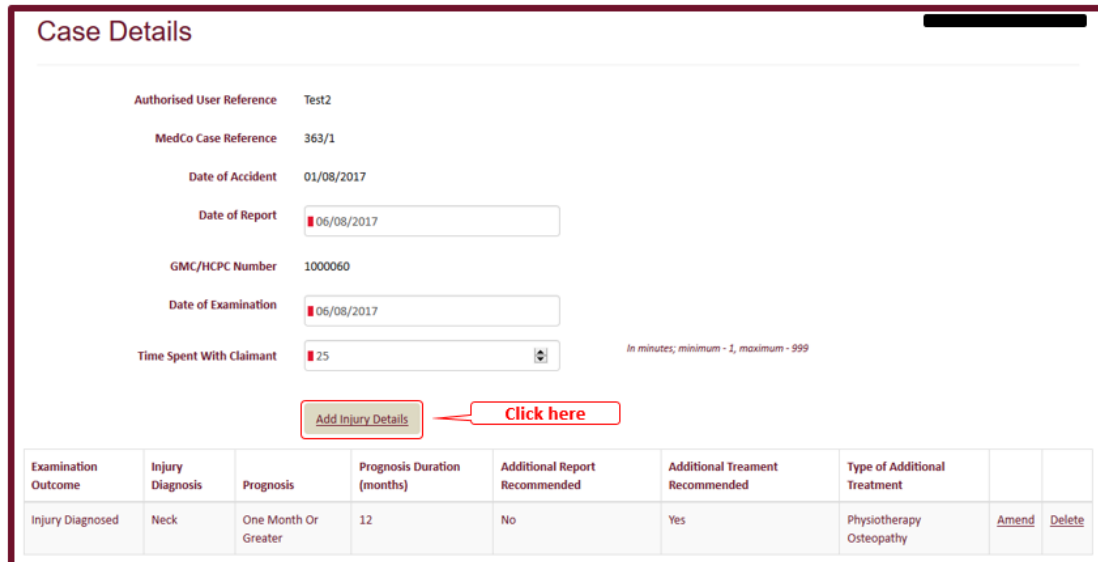
- The *neck* injury details will now be displayed in the **Case Details** screen. See **Figure 13**



Examination Outcome	Injury Diagnosis	Prognosis	Prognosis Duration (months)	Additional Report Recommended	Additional Treatment Recommended	Type of Additional Treatment		
Injury Diagnosed	Neck	One Month Or Greater	12	No	Yes	Physiotherapy Osteopathy	Amend	Delete

Figure 13

- To add details of a *back* injury, click **Add Injury Details**. See **Figure 14**



Case Details

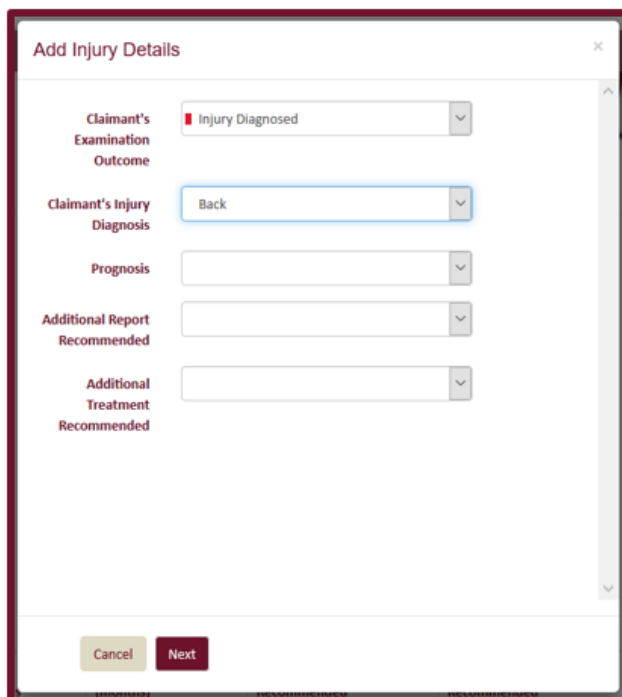
Authorised User Reference: Test2
 MedCo Case Reference: 363/1
 Date of Accident: 01/08/2017
 Date of Report: 06/08/2017
 GMC/HCPC Number: 1000060
 Date of Examination: 06/08/2017
 Time Spent With Claimant: 25 (In minutes; minimum - 1, maximum - 999)

Add Injury Details Click here

Examination Outcome	Injury Diagnosis	Prognosis	Prognosis Duration (months)	Additional Report Recommended	Additional Treatment Recommended	Type of Additional Treatment		
Injury Diagnosed	Neck	One Month Or Greater	12	No	Yes	Physiotherapy Osteopathy	Amend	Delete

Figure 14

- Select the **Claimant's Examination Outcome** *Injury Diagnosed* and in the **Claimant's Injury Diagnosis** select *back*. See **Figure 15**



Add Injury Details

Claimant's Examination Outcome: Injury Diagnosed
 Claimant's Injury Diagnosis: Back
 Prognosis:
 Additional Report Recommended:
 Additional Treatment Recommended:

Cancel Next

Figure 15

11. Complete the remaining information about the *back* injury using the drop down boxes and press **Next** once complete. See **Figure 16**

Remember: Prognosis Durations must be entered from the Date of the Accident *and* must be the number of months in whole numbers.

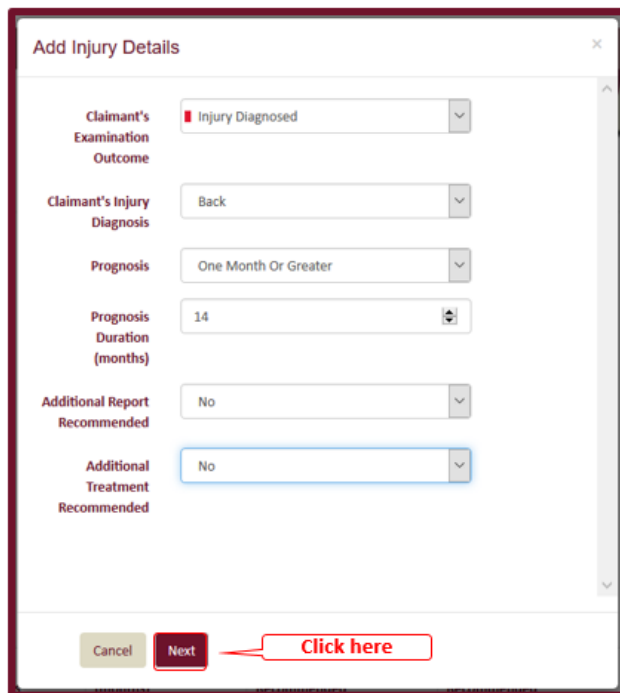


Figure 16

12. The *back* injury details will now be displayed in the **Case Details** screen. See **Figure 17**

Case Details

Authorised User Reference: Test2
 MedCo Case Reference: 363/1
 Date of Accident: 01/08/2017
 Date of Report: 06/08/2017
 GMC/HCPC Number: 1000060
 Date of Examination: 06/08/2017
 Time Spent With Claimant: 25 in minutes; minimum - 1, maximum - 999

[Add Injury Details](#)

Examination Outcome	Injury Diagnosis	Prognosis	Prognosis Duration (months)	Additional Report Recommended	Additional Treatment Recommended	Type of Additional Treatment		
Injury Diagnosed	Neck	One Month Or Greater	12	No	Yes	Physiotherapy Osteopathy	Amend	Delete
Injury Diagnosed	Back	One Month Or Greater	14	No	No	None	Amend	Delete

[Return To Outstanding Cases List](#) [Save](#)

Figure 17

- Once you have added all injury types and are happy the details are correct press **Save** to complete the data. This will Close the case and remove it from your list of Outstanding cases. See **Figure 18**

IMPORTANT: Please check the case data is complete and accurate *BEFORE* you press *Save* as it is not possible to delete or amend the data once Saved.

Case Details

Authorised User Reference: Test2
 MedCo Case Reference: 363/1
 Date of Accident: 01/08/2017
 Date of Report: 06/08/2017
 GMC/HPC Number: 1000060
 Date of Examination: 06/08/2017
 Time Spent With Claimant: 25 in minutes; minimum - 1, maximum - 999

[Add Injury Details](#)

Examination Outcome	Injury Diagnosis	Prognosis	Prognosis Duration (months)	Additional Report Recommended	Additional Treatment Recommended	Type of Additional Treatment		
Injury Diagnosed	Neck	One Month Or Greater	12	No	Yes	Physiotherapy Osteopathy	Amend	Delete
Injury Diagnosed	Back	One Month Or Greater	14	No	No	None	Amend	Delete

[Return To Outstanding Cases List](#)

Click here

Figure 18

14. Once you have Saved the case data the system will return to your list of outstanding cases where you can apply filter criteria to search for open cases. See **Figure 19**

Outstanding Cases

[Outstanding Cases Search Filter](#)

Enter a value into one of the search filters here

MedCo Case Reference:
 Authorised User Reference:
 Authorised User Name:
 Formally Instructed: All
 Status: Open
 From Selection Date:
 To Selection Date: 20/04/2018

Figure 19

How to view a Closed Case

Once you have added all injury types and pressed **Save** to complete the data, the case is Closed and is remove from your list of outstanding cases.

To view the information you have uploaded on a case follow the steps below.

1. From the Main Menu click the option **Search for Closed/Archived Cases**. See **Figure 20**

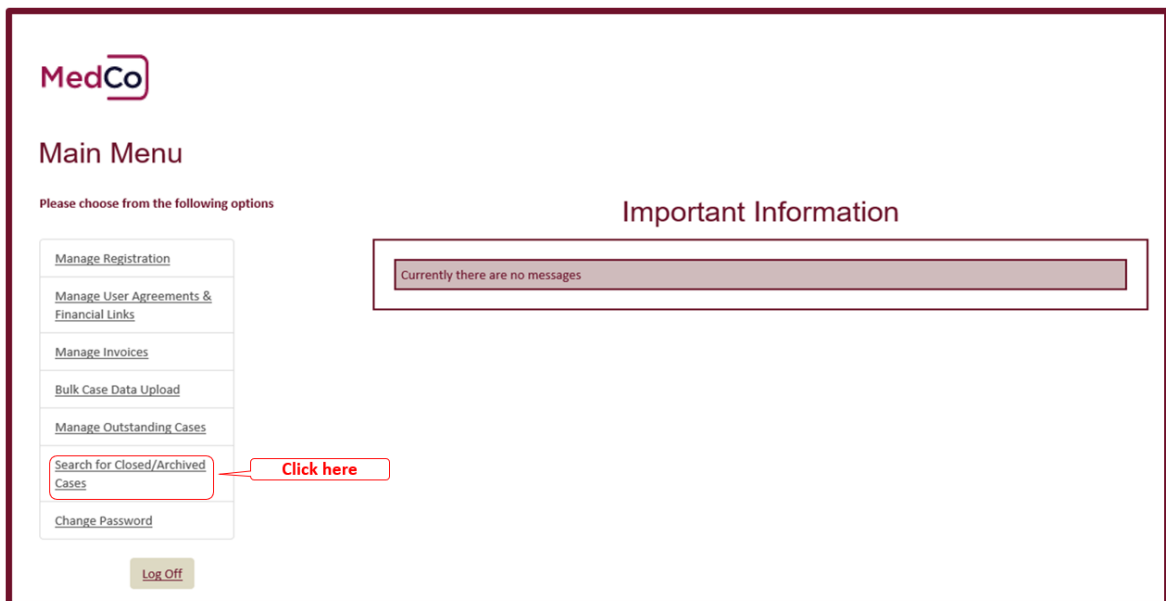


Figure 20

2. On the **Find MedCo Cases** screen enter the full Medco Case reference (including the forward slash and the following number e.g. **363/1**) in the box and press **Search**. See **Figure 21**

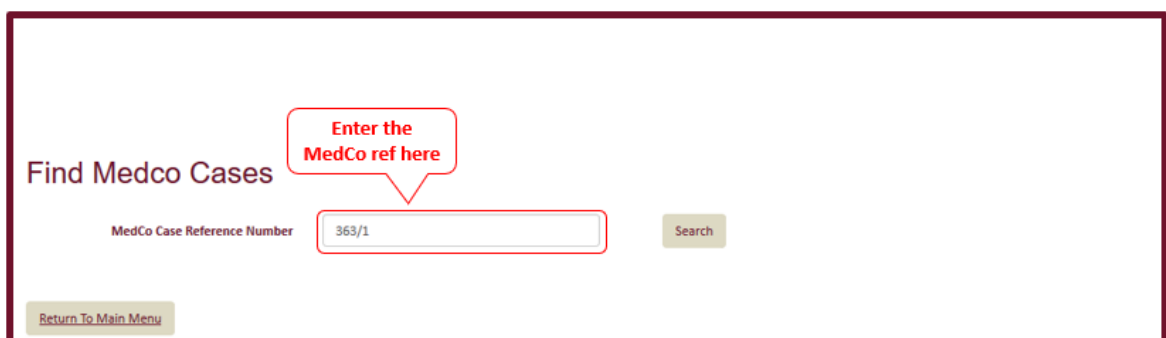
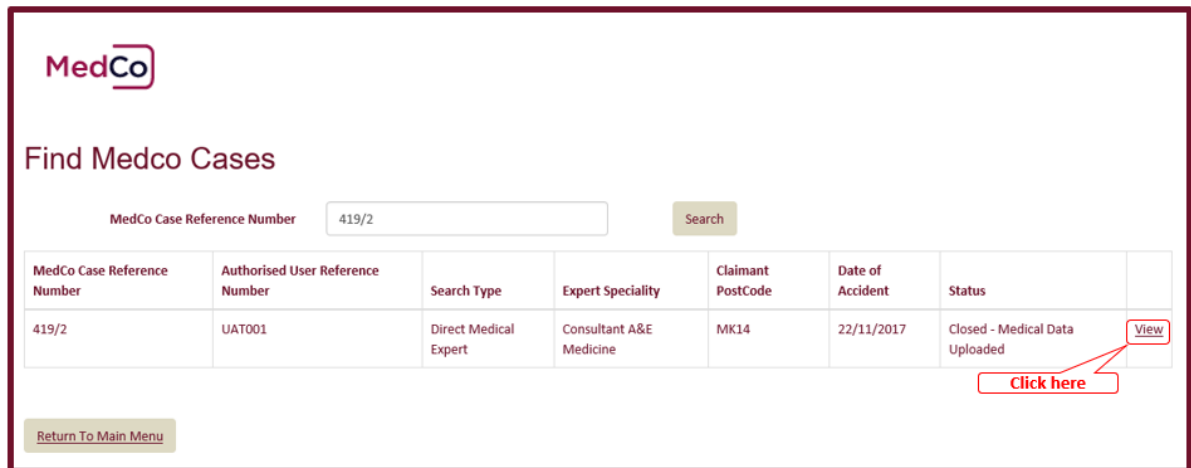


Figure 21

Note: if you enter the MedCo case reference in the Search box without the forward slash and the following number, the Search will return all associated Medco reference numbers eg 419/1, 419/2, 419/3, 419/4 and 419/5.

- On the Search results page click **View** to see the case data. See **Figure 22**



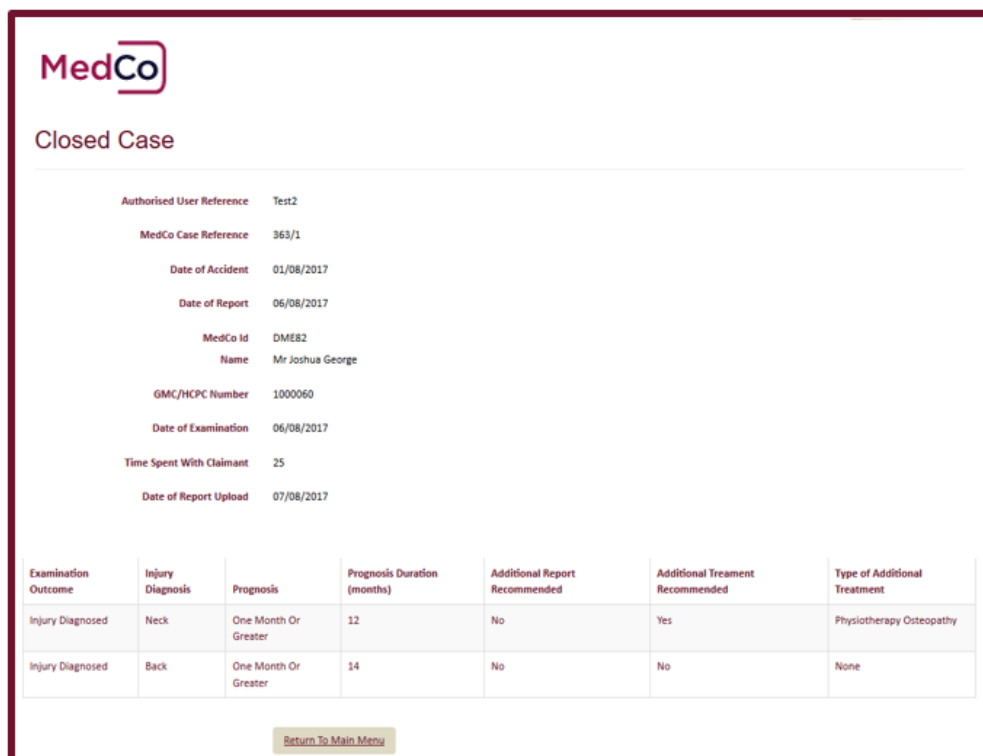
MedCo Case Reference Number: 419/2

MedCo Case Reference Number	Authorised User Reference Number	Search Type	Expert Speciality	Claimant PostCode	Date of Accident	Status
419/2	UAT001	Direct Medical Expert	Consultant A&E Medicine	MK14	22/11/2017	Closed - Medical Data Uploaded

Return To Main Menu

Figure 22

- The Closed Case data is displayed and is read only. See **Figure 23**



Authorised User Reference: Test2

MedCo Case Reference: 363/1

Date of Accident: 01/08/2017

Date of Report: 06/08/2017

MedCo Id: DME82

Name: Mr Joshua George

GMC/HCPC Number: 1000060

Date of Examination: 06/08/2017

Time Spent With Claimant: 25

Date of Report Upload: 07/08/2017

Examination Outcome	Injury Diagnosis	Prognosis	Prognosis Duration (months)	Additional Report Recommended	Additional Treatment Recommended	Type of Additional Treatment
Injury Diagnosed	Neck	One Month Or Greater	12	No	Yes	Physiotherapy Osteopathy
Injury Diagnosed	Back	One Month Or Greater	14	No	No	None

Return To Main Menu

Figure 23