

How to:

Search for and select a Direct Medical Expert or a Medical Reporting Organisation

Date: 31 May 2021

Owner: MedCo Registration Solutions

Introduction

In accordance with the User Agreement, Authorised Users (AUTs) are required to use the MedCo Database to source a Direct Medical Expert (DME) or Medical Reporting Organisation (MRO) for medico-legal reports where required to do so pursuant to the Ministry of Justice Pre-Action Protocol(s).

This document provides instructions on how to run a search and select a DME or a MRO. Following the steps below will ensure that a DME or MRO is identified and selected.

How to run a search

To run a search, follow the steps below:

1. Login to your MedCo account and select the 'Manage MedCo cases' option from the menu.

Main Menu

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

[Log Off](#)

2. From the 'Add Cases' section, select the search type of either Medical Reporting Organisation (MRO) or Direct Medical Expert (DME).

[Add Cases](#)

[Medical Reporting Organisation](#) [Direct Medical Expert](#)

[Case Search](#)

MedCo Case Reference	<input type="text"/>	Authorised User Reference	<input type="text"/>
Case Status	<input type="text" value="Any"/>	Name of Medical Report Provider	<input type="text"/>
From Selection Date	<input type="text"/>	To Selection Date	<input type="text"/>

You will then be presented with one of the following search selection screens:

Medical Reporting Organisation (MRO)

[Case Details](#)

Your Case Reference Number

Case Status New

Soft Tissue / Whiplash Search

Claimant PostCode

Claimant PostCode Address Type Home

Number of claimants requiring examination at this postcode

Date of Accident

Search Radius
Distance is in miles; Minimum - 5, Maximum - 30

[Return to Cases Menu](#)

Direct Medical Expert (DME)

[Case Details](#)

Your Case Reference Number

Case Status New

Soft Tissue / Whiplash Search

Expert Speciality Any

Gender Either

Claimant PostCode

Claimant PostCode Address Type Home

Number of claimants requiring examination at this postcode

Date of Accident

Search Radius
Distance is in miles; Minimum - 5, Maximum - 30

[Return to Cases Menu](#)

3. Add your **Case Reference Number**. This should be unique within your organisation as this is how you identify the case in the future and can only be used once in a MedCo search.
4. Choose whether this is a search for a medical examination where the primary injury is a **Soft Tissue Injury** (Whiplash Injury) or a Non Soft Tissue Injury. If this is a Soft Tissue injury, select *Yes* and if it is a Non Soft Tissue injury, select *No*.
5. For a **DME** only search, you can specify an **expert speciality**. For a Soft Tissue search you have a choice of either a General Practitioner, Consultant in Orthopaedic Surgery, Physiotherapist or a Consultant in A&E medicine. For a Non Soft Tissue search you have a choice of either a General Practitioner or a Consultant in A&E medicine.
6. For a **DME** only search, you can specify the preferred **gender** of an expert.
7. Add the full **Claimant Postcode** Location and state whether it is either Home, Work, Hospital, Prison or Temporary address. The postcode is used to match the search to the location where the claimant would like the examination/consultation to take place.
8. Add the **Number of claimants requiring an examination at this postcode**.*

The number of claimants can only be set to a maximum of 9. It is possible to add a claimant to an existing open MedCo search either before or after you have made a selection. To add a claimant simply increase the Number of claimants requiring examination and press Update. A new MedCo case reference will be generated for each claimant.

***Notes:**

- **This function is intended for where families reside at the same address and wish to be seen by the same expert**
- **Multiple claimants from the same accident but at different addresses require a separate MedCo case.**
- **Once all cases have been closed it is not possible to add new claimants to the existing search.**

9. Enter the **Date of the Accident**.
10. Enter the **Search Radius**. This is the distance in miles that the claimant is prepared to travel from the postcode address entered for the examination. The minimum selection is 5 miles and the maximum is 30 miles.
11. Once all of the search criteria have been added, click 'Search'

Search Results

Once the search criteria have been entered and the search executed, the results screen will be displayed. If a MRO search is made, you will be presented with details of up to 12 MROs (2 high volume national MROs and 10 regional based MROs). If you undertake a DME search you will be presented with details of up to 7 medical experts.

The search result will provide you with the name of the MROs or DMEs and will provide **correspondence address, email and telephone details**. Use these contact details to agree Terms & Conditions and check availability of an appointment time/date **before you make a selection**.

If searching for a DME, the results will also present you with a list of **practising addresses** that the expert operates from. Use these details to check the examination locations.

Note – To view details of the practising addresses for each of the DMEs listed, select the hyper link at the bottom of the Correspondence Address field – *as shown below*

Search Results								
Name	Expert Speciality	Areas of Expertise (since)	Year qualified	Year started medico-legal work	Correspondence Address	Email	Telephone	Select
[REDACTED]	Consultant Orthopaedic Surgery	Ankles (2008) Arms (2006) Elbows (2006) Feet (2008) Hands (2006) Hips (2008) Knees (2008) Neck (2008) Pelvis (2008) Shoulders (2006) Soft tissue (2006) Spinal (2008) Wrist (2006)	1995	2008	[REDACTED] Practising Addresses	[REDACTED]	01908 [REDACTED]	<input type="radio"/>

Note - You can save the search results (click save) without making a selection whilst you make enquiries and refer to it at a later date by using your own reference number to identify and retrieve the search results.

Selecting a DME or MRO

Once you have agreed terms with a DME or an MRO you can retrieve your search results and select the MRO / DME.

Note – Once the selection has been made, this cannot be changed.

The MedCo case reference ID is allocated to the case. You should make a note of this reference number.

The status of the case will be updated to 'instructed'.

If you have carried out a search with multiple claimants, or you have added claimants to an existing search, you will receive a MedCo Case ID for each claimant. Assign one of the references to each claimant.

The MedCo case ID must be passed on to the MRO or DME as part of your formal instructions for a report.

Note: MedCo does **not** automatically instruct the selected MRO or direct medical expert.

If the search results are not suitable

DME Searches

In instances where your search fails to identify 7 experts e.g. a very remote postcode location, the system will give you the option to extend the radius incrementally up to a maximum radius of 30 miles. This will expand the search results to allow more choice. You will be required to re-enter the claimant's full postcode with each radius increase.

If a full complement of DMEs is available from the original search but are found to be unsuitable for one of the following reasons, the option for a MRO search is available.



You will need to select the reason from the drop-down menu:

- Unavailability of all returned
- Premises unsuitable
- No prison visits
- No home visits
- No direct medical experts cover the area

If having carried out a search for a DME or MRO, you are unable to make a selection from the results produced, you should contact MedCo Enquiries at Enquiries@medco.org.uk to notify of the need to carry out an additional search.

Monitoring use of system

MedCo monitors the use of the service, which includes the volumes of searches and selections that are made by Authorised Users.

Where the number of searches conducted exceeds the number of selections made MedCo will take appropriate action. This can include a formal Warning or Suspension of the AUT from the service until such time as satisfactory explanations and assurances are received.

AUTs should also be aware that if it is believed that a second search and selection is required for the same claimant(s) on the same accident an audit trail must be kept. Database Rule 4 of Schedule 2 in the AUT User Agreement states that:

The Authorised User will submit an explanation to MedCo, if required by MedCo where the Authorised User believes it is necessary to conduct a second search for the same claimant on the same accident date prior to commencing such search.

AUTs are also reminded of standard 7 of the Ethics policy contained in the User Agreement that states users will Behave with Integrity at all times and not engage in any practise that would undermine public confidence in MedCo, the Service, Authorised Users or Data Contributors or Experts.

AUTs must also adhere to the **MedCo Rules** as updated from time to time. The latest version can be found on the [MedCo](#) website in the [Document Library](#) by using the filter by category to find **MedCo Rules**.