MRO User Update – 8 February 2017

MedCo Notifies Users that 'Case Data Upload' will form part of their 2017 Audit

Dear Users,

MedCo is contacting you to remind you that on completion of a medical report, you must upload case data to the MedCo system **in accordance with the SLA as published in the MedCo Guidance on Revised Qualifying Criteria October 2016**.

This is being monitored and will form part of your 2017 MedCo audit. Failure to comply may result in enforcement action.

MedCo would also like to clarify that the prognosis period contained in the case data should be the prognosis from the accident date and not the examination date. Full details of the information required to be uploaded can be found in the Data Validation Rules document located on the MedCo website.

MROS and Direct Medical Experts are required to upload medical case data as part of the MedCo Data Contributor Agreement. Organisations and experts found to be in breach of the Agreement may be subject to enforcement action.

The information required to be uploaded does not constitute personal data within the meaning of the Data Protection Act 1998 and therefore no consent is required. For a summary of Counsel advice received on this matter please Click Here

How to upload case data

You have the option to upload case data manually, via the Manage MedCo Cases section from the Main Menu, or in bulk, via a CSV method found in the Upload Medical Reports section. Both options are available to you when you login to your MedCo account.

CSV Data Bulk Upload information:

This method allows you to upload lots of case data at the same time, however, requires you to first complete and save a file known as a CSV.

A sample CSV file can be found on the MedCo website.

Populate the CSV file with the report data and save it in a local folder on your computer.

Note: If more than one injury is stated in column F (number of diagnoses), data for each additional injury (diagnosis / treatment / prognosis information) must be provided in the subsequent columns across the CSV file. See the text contained in the sample file for more information.

To upload the CSV file, log into your account and click on 'Upload Medical Reports'.

To select your previously saved CSV file use the browse button and select the file

from its saved location. Click on the Upload Cases button to submit your file.

Once submitted, the system will check and validate your data. If there are errors in your submission you will be notified on the screen. If there are no errors the file will go in to a queue to be processed at regular intervals.

Closing a case

The successful upload, whether entered manually or via the bulk upload will close the appropriate cases and remove them from your dashboard so it can no longer be accessed. Please check the accuracy of the information **before** you submit the case data. It is not possible to amend data once it has been uploaded.

Open cases

Cases will remain on your dashboard until you have closed them by entering the case data as described above, or, for those cases no longer being pursued for whatever reason, the system will automatically remove the cases after an appropriate period of time, yet to be defined. The removal of cases without case data will be monitored and reported to MedCo.

Verification that a MedCo case is for you

When you receive formal instructions from a claimant representative, it is important that you verify that the MedCo case reference is displayed on your dashboard and therefore assigned to you. If it is not you need to contact the representative and verify that they have provided the correct MedCo case id and have selected you on their MedCo search. If you have not been selected you will not be able to provide the medical data required.

Should you be having difficulty in uploading your case data, please contact Enquiries@medco.org.uk