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## Manual Case Data Upload / View Closed Cases

**This document provides instructions on how to manually upload case data to close a case and how to view closed cases.**

Date: 08 August 2017  
Owner: MedCo Registration Solutions

## Introduction

This document provide instructions on how to upload case data manually and is intended for Direct Medical Experts and MROs.

It will show you;

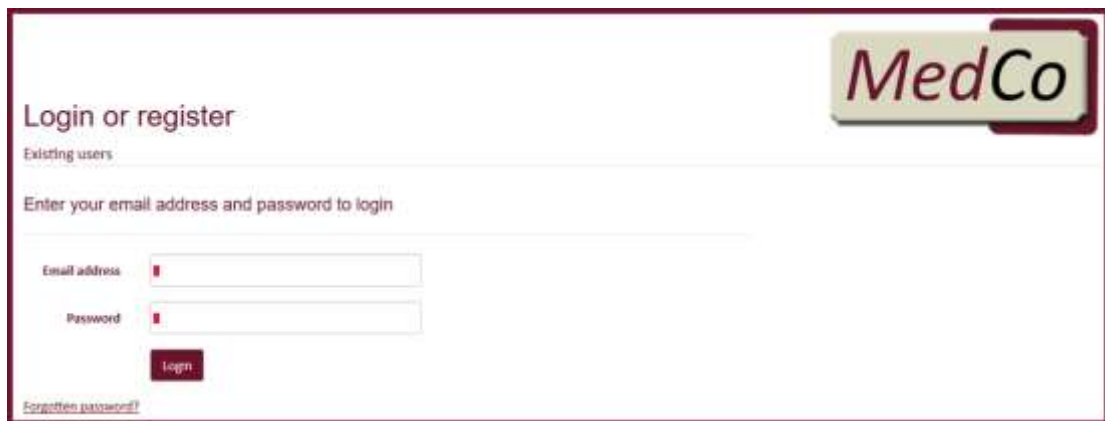
- How to locate a case
- How to enter the case data required and close the case.
- How to view a closed case

It is important to note that it is not possible to partially complete the data for a case and return to it at a later date. All fields must be completed and saved at the time of entry.

In addition, once case data has been submitted it cannot be amended or edited.

## How to locate a case

1. Go to <https://app.medco.org.uk/> and log in using your email and password. See **Figure 1**



The screenshot shows the MedCo login page. At the top right is the MedCo logo. Below it, the text 'Login or register' is displayed. Underneath, there is a section for 'Existing users' with a horizontal line. Below this line, the text 'Enter your email address and password to login' is shown. There are two input fields: 'Email address' and 'Password'. Below the 'Password' field is a 'Login' button. At the bottom left of the form area, there is a link that says 'Forgotten password?'.

Figure 1

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

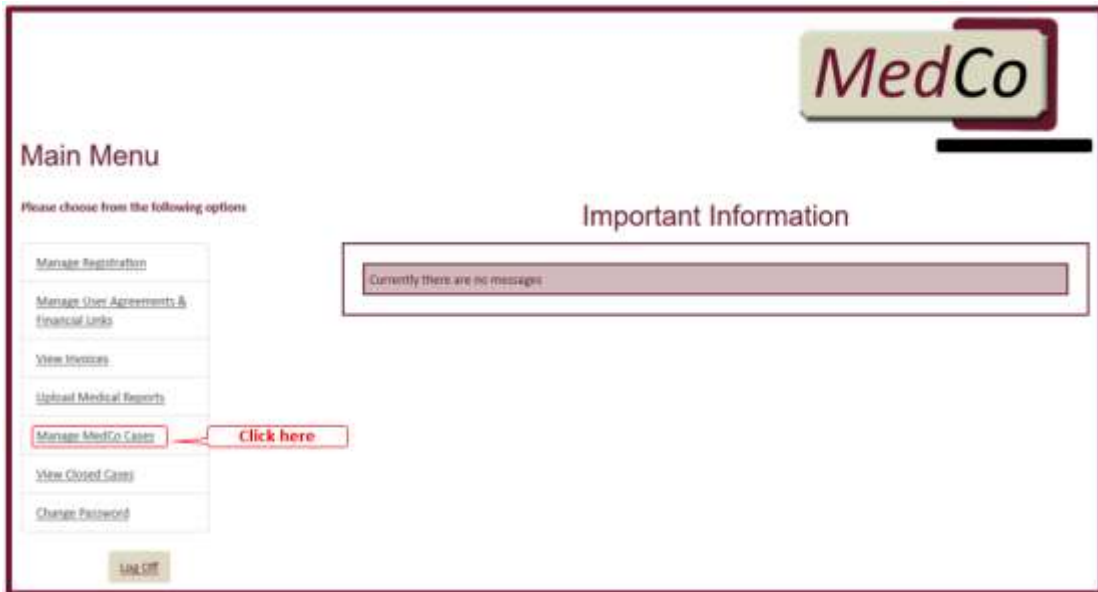


Figure 2

- On the **Outstanding Cases** screen enter the full Medco Case reference (including the forward slash and following number e.g. **363/1**) in the **Filter** and press **Apply**. See **Figure 3**

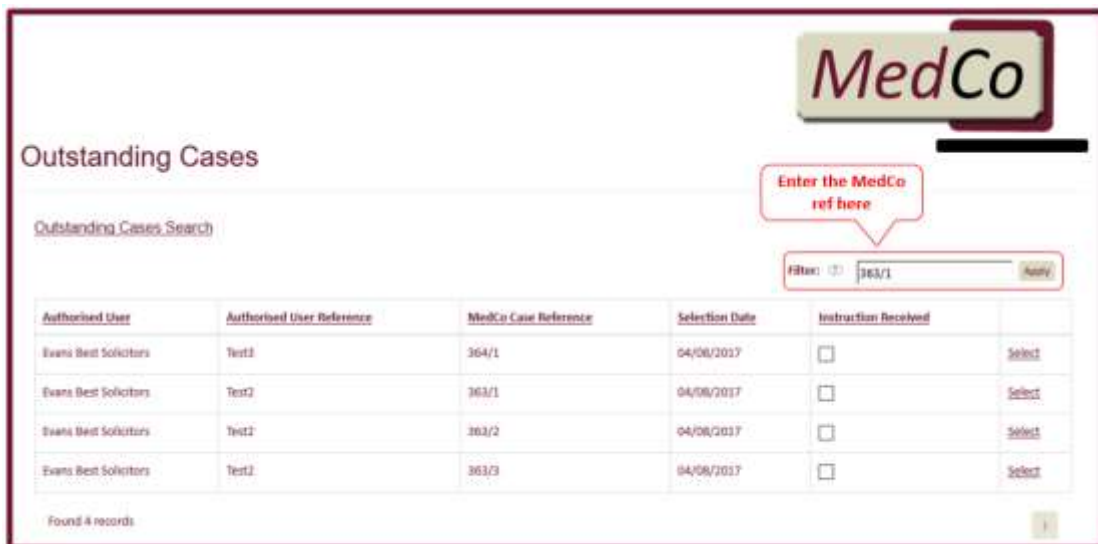
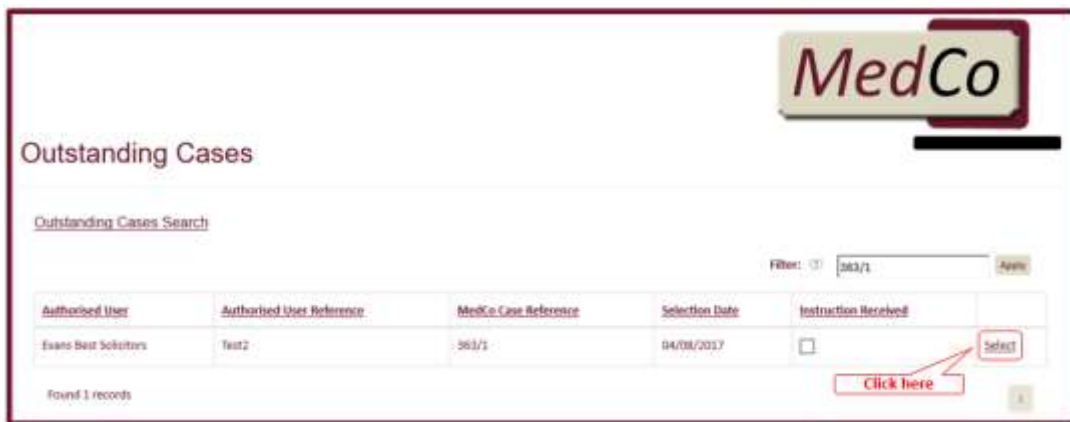


Figure 3

**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 363/1 363/2 and 363/3.

- On the Filter results page click **Select** to open the case. See **Figure 4**

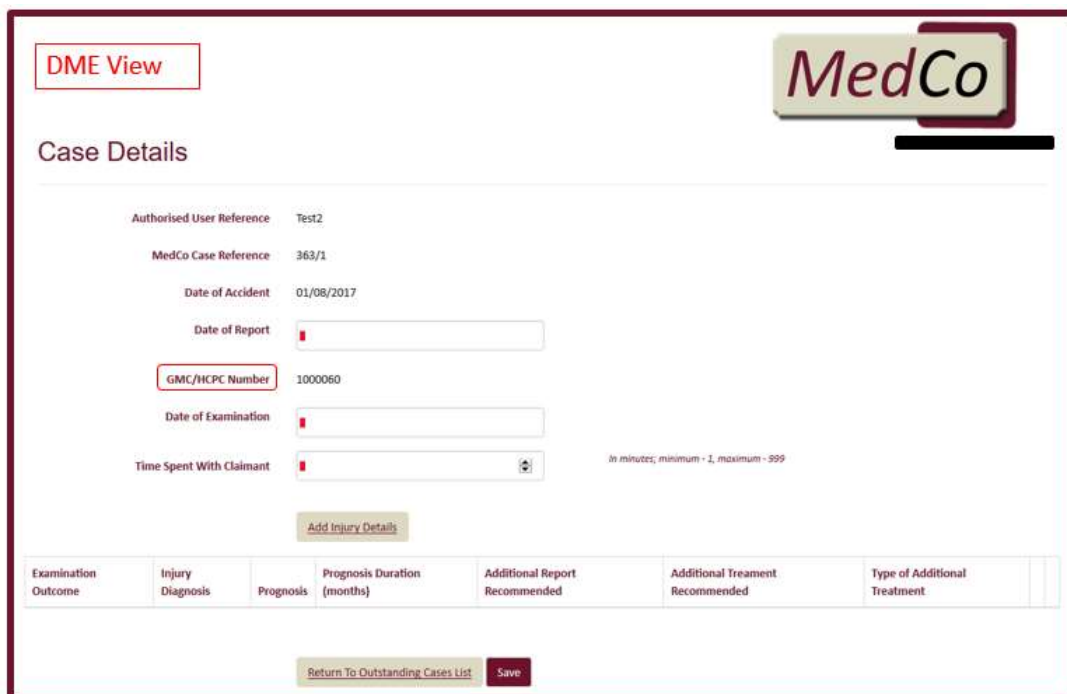


**Figure 4**

- 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.



**Figure 5a**

MRO View



### Case Details

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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

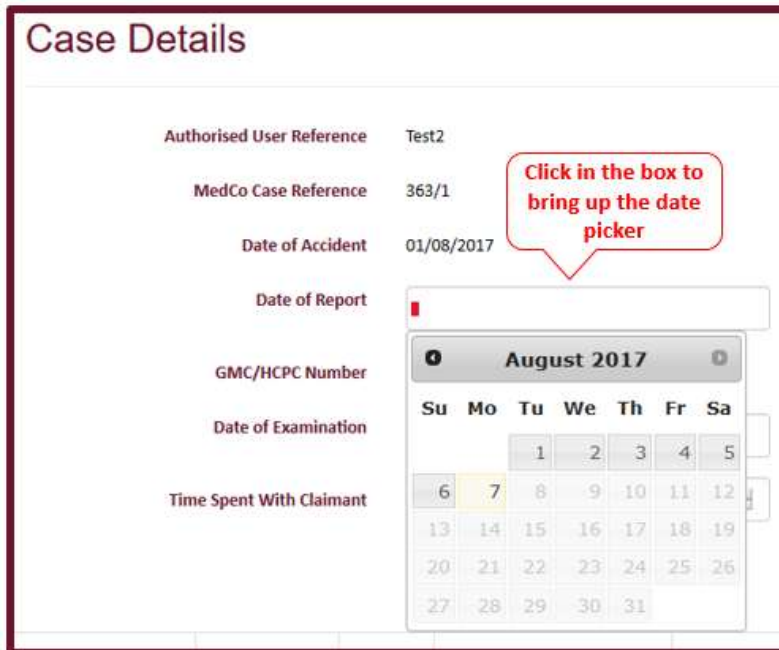
Examination Outcome	Injury Diagnosis	Prognosis	Prognosis Duration (months)	Additional Report Recommended	Additional Treatment Recommended	Type of Additional Treatment

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**



**Case Details**

Authorised User Reference: Test2

MedCo Case Reference: 363/1

Date of Accident: 01/08/2017

Date of Report:

GMC/HCPC Number:

Date of Examination:

Time Spent With Claimant:

**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		

Figure 6

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

2. **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:

**Enter the GMC/HCPC Number here**

Figure 7

3. 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:

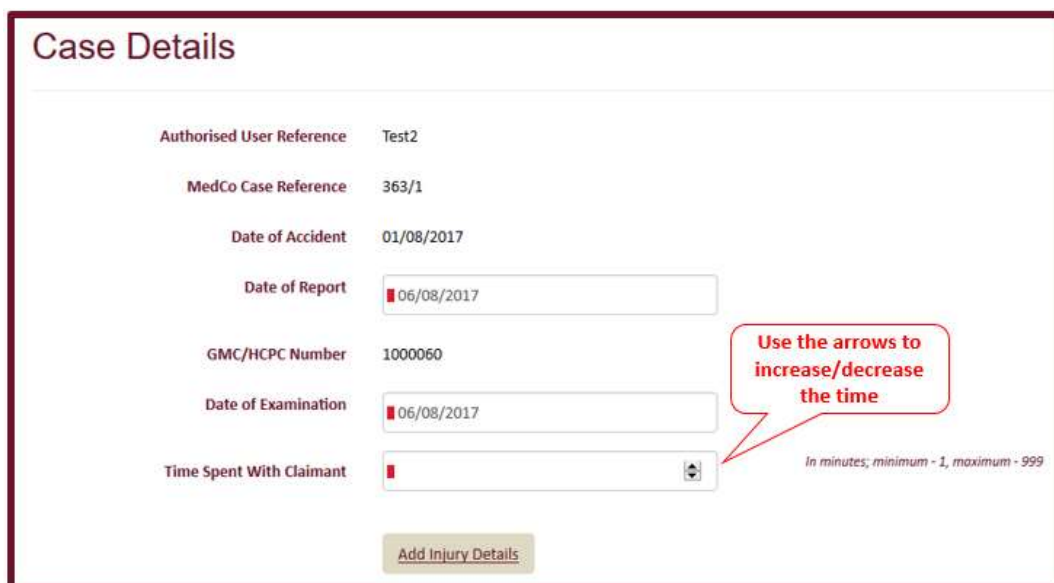
Examination Outcome  
 Injury Diagnosis  
 Prognosis

al Re  
 ende

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:

In minutes; minimum - 1, maximum - 999

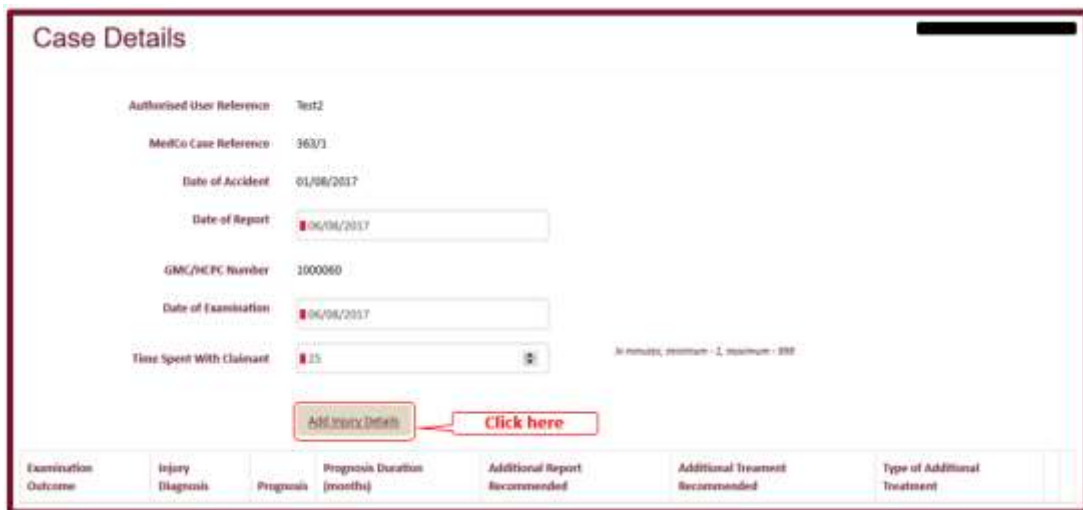
[Add Injury Details](#)

Figure 9

- 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.



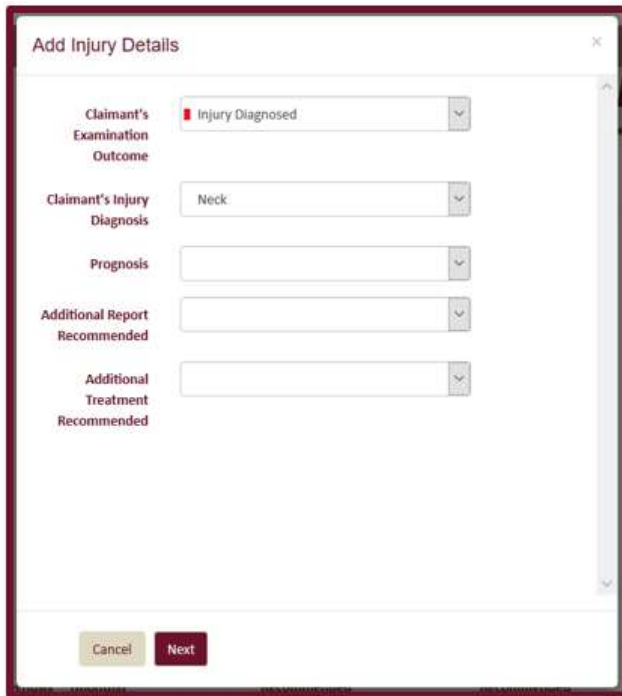
Examination Outcome	Injury Diagnosis	Prognosis	Prognosis Duration (months)	Additional Report Recommended	Additional Treatment Recommended	Type of Additional Treatment

**Figure 10**

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



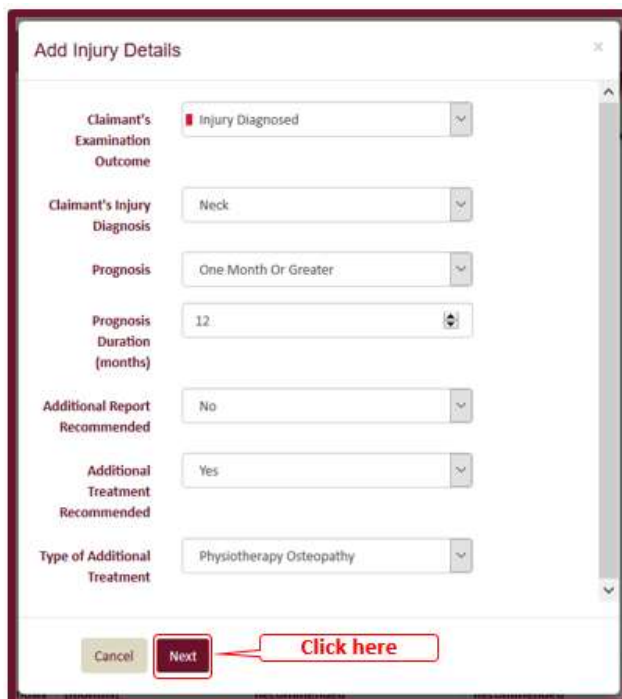
- To add details of a neck injury, first select the **Claimant's Examination Outcome** *Injury Diagnosed* and in the **Claimant's Injury Diagnosis** select *neck*. See **Figure 11**



**Figure 11**

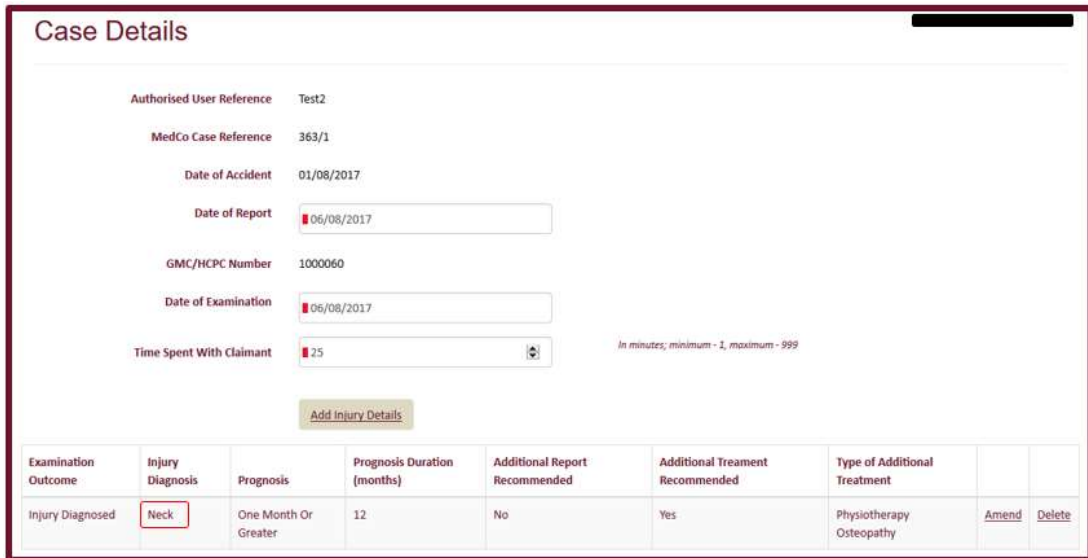
- Complete the remaining information about the *neck* injury using the drop down boxes and press **Next** once complete. See **Figure 12**

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



**Figure 12**

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



**Case Details**

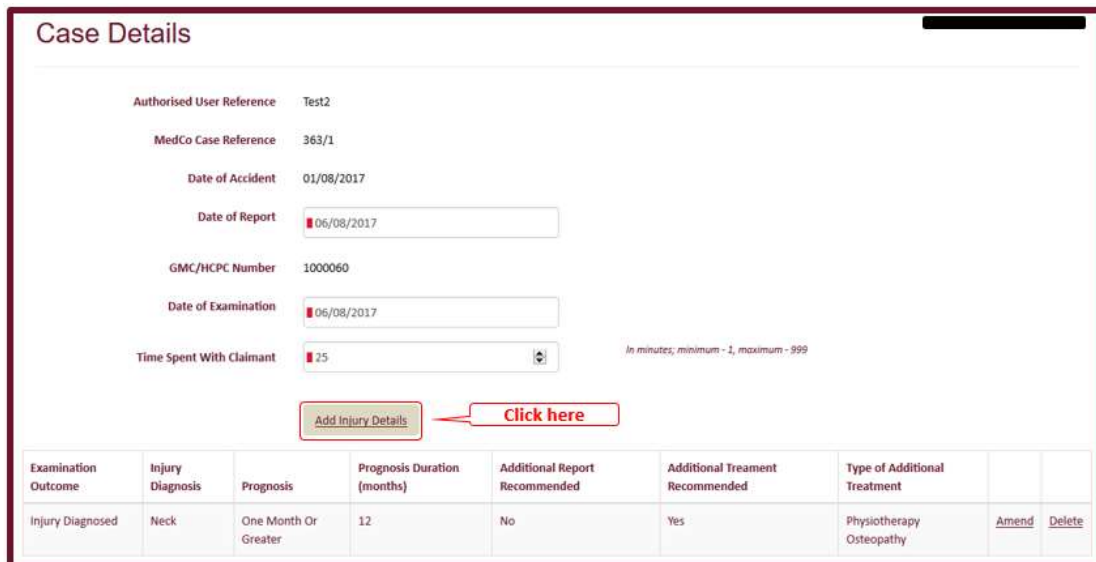
Authorised User Reference: Test2  
 MedCo Case Reference: 363/1  
 Date of Accident: 01/08/2017  
 Date of Report: 06/08/2017  
 GMC/HCPC Number: 1000060  
 Date of Examination: 06/08/2017  
 Time Spent With Claimant: 25 In minutes; minimum - 1, maximum - 999

[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	<a href="#">Amend</a>	<a href="#">Delete</a>

Figure 13

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



**Case Details**

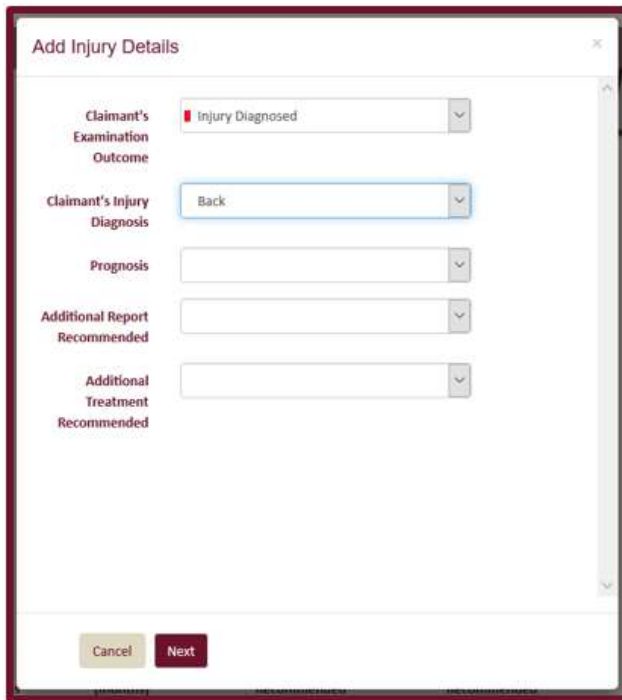
Authorised User Reference: Test2  
 MedCo Case Reference: 363/1  
 Date of Accident: 01/08/2017  
 Date of Report: 06/08/2017  
 GMC/HCPC Number: 1000060  
 Date of Examination: 06/08/2017  
 Time Spent With Claimant: 25 In minutes; minimum - 1, maximum - 999

[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	<a href="#">Amend</a>	<a href="#">Delete</a>

Figure 14

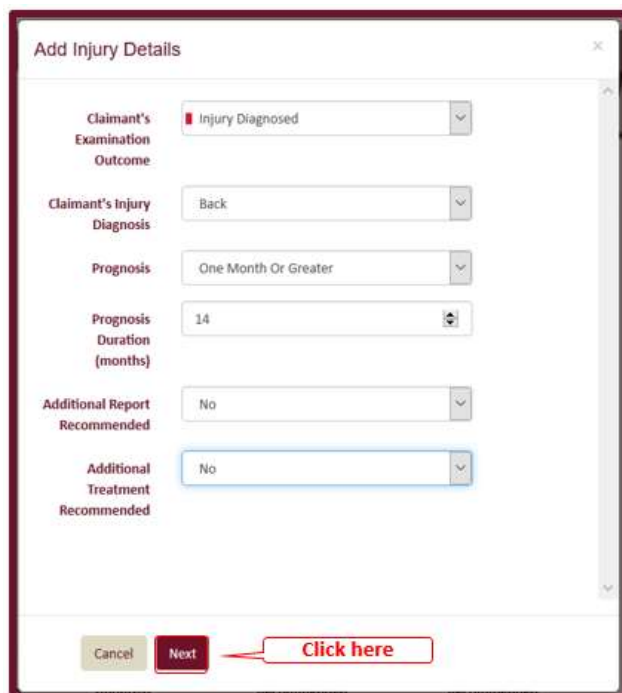
10. Select the **Claimant's Examination Outcome** *Injury Diagnosed* and in the **Claimant's Injury Diagnosis** select *back*. See **Figure 15**



**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

[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	<a href="#">Amend</a>	<a href="#">Delete</a>
Injury Diagnosed	Back	One Month Or Greater	14	No	No	None	<a href="#">Amend</a>	<a href="#">Delete</a>

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

Figure 17

13. 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/HCPC Number: 1000060  
 Date of Examination: 06/08/2017  
 Time Spent With Claimant: 25

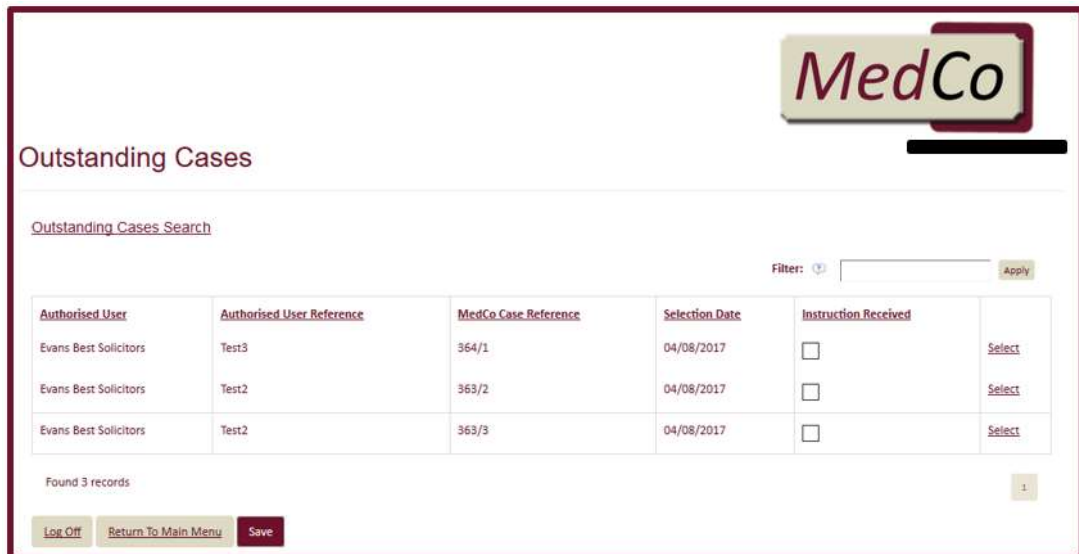
[Add Injury Details](#)

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	<a href="#">Amend</a>	<a href="#">Delete</a>
Injury Diagnosed	Back	One Month Or Greater	14	No	No	None	<a href="#">Amend</a>	<a href="#">Delete</a>

[Return To Outstanding Cases List](#) [Save](#) **Click here**

Figure 18

- Once you have Saved the case data the system will return to your list of outstanding cases. See **Figure 19**



Outstanding Cases

Outstanding Cases Search

Filter:  Apply

Authorised User	Authorised User Reference	MedCo Case Reference	Selection Date	Instruction Received	
Evans Best Solicitors	Test3	364/1	04/08/2017	<input type="checkbox"/>	Select
Evans Best Solicitors	Test2	365/2	04/08/2017	<input type="checkbox"/>	Select
Evans Best Solicitors	Test2	365/3	04/08/2017	<input type="checkbox"/>	Select

Found 3 records

Log Off Return To Main Menu Save

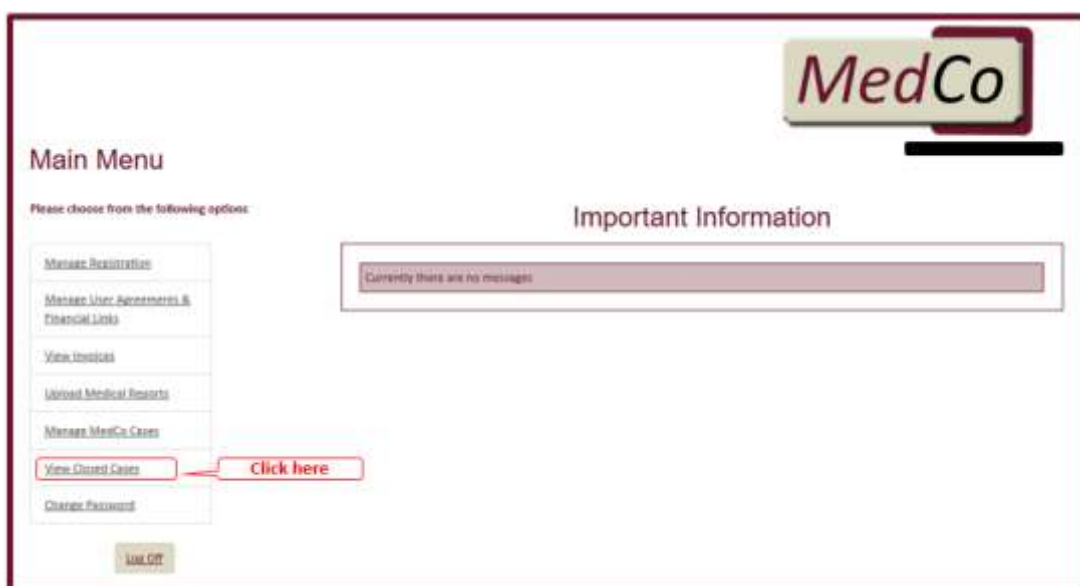
**Figure 19**

## 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 removed from your list of outstanding cases.

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

- From the Main Menu click the option **View Closed 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**



Find Medco Cases

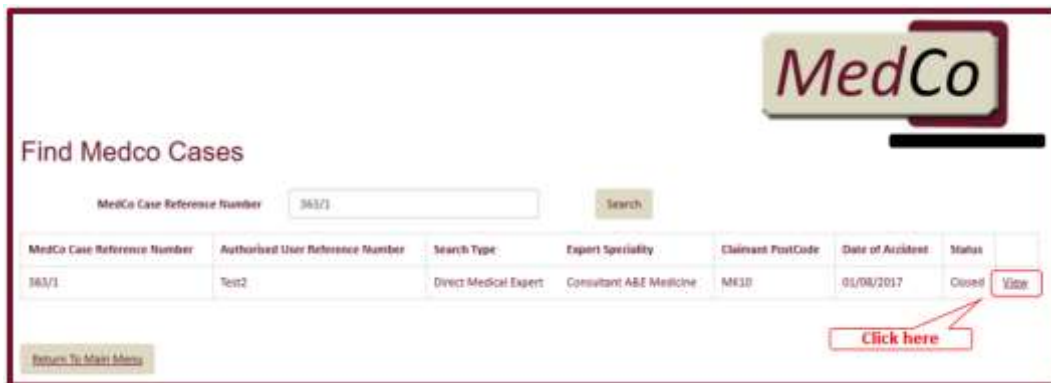
MedCo Case Reference Number  Search

[Return To Main Menu](#)

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 363/1 363/2 and 363/3.**

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



Find Medco Cases

MedCo Case Reference Number  Search

MedCo Case Reference Number	Authorised User Reference Number	Search Type	Expert Speciality	Claimant PostCode	Date of Accident	Status
363/1	Test2	Direct Medical Expert	Consultant A&E Medicine	NE10	01/08/2017	Closed <a href="#">View</a>

[Return To Main Menu](#) [Click here](#)

Figure 22

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



**MedCo**

### Closed Case

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**