
Release Note

Medical Expert Enquiry and Case Verification

Date: 10 May 2018
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This document provides an overview of the Medical Expert Enquiry and Case Validation function. It will describe

- Who can use the functions
- How they work and
- What the results mean

Medical Expert Enquiry

The Medical Expert Enquiry is available to Authorised Users and Medical Reporting Organisations. It enables users to check the status of an expert on MedCo at a given date.

To use the function follow the steps below.

1. From the Main Menu select Medical Expert Enquiry

Medical Reporting Organisation User | Authorised User

Please choose from the following options

Manage Registration
Bulk Case Data Upload
Manage Outstanding Cases
Medical Expert Enquiry
Search for Closed/Archived Cases
Change Password

Please choose from the following options

Manage Registration
Manage MedCo Cases
Medical Expert Enquiry
Case Verification
Change Password

2. Enter the Date on which you want to enquire

Date

Note: the default date is set to the current date.

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 you must enter 7

digit values. For HCPC experts you must enter the PH prefix in capital letters i.e PHXXXXX

4. Click Enquire

Following an enquiry the system will return one of the 3 messages;

1. The GMC or HCPC number provided is not known to MedCo
2. The GMC or HCPC number provided was operational on the date of enquiry
3. The GMC or HCPC number provided was not operational on the date of enquiry

An expert is operational if they are registered with MedCo, undergone the registration checks, agreed the User Agreement and paid their fee (DME only).

For enquiries on a date after the 1st June 2016, an operational status will also mean they have completed their accreditation training.

Case Verification

Case Verification is available to Authorised Users and provides the user with the ability to verify a MedCo Case ID against a professional id.

To use the function follow 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

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):

Cased ID	Instructing Party	Report originator	Professional ID	Examiner
MedCo Case ID* ¹	Name of the AUT associated with the MedCo case	Name of the MRO or DME associated with the case	GMC or HCPC number of the DME or IME associated with the MedCo case	Name of the IME or DME associated to the professional ID

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

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

3. 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	<input type="text" value="419/1"/>
Professional Id	<input type="text" value="1000003"/>

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.

4. 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 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

² Reasons of closure:

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

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

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

Professional Id

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

Professional Id

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:

“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	<input type="text" value="424/1"/>
Professional Id	<input type="text" value="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.

³ Reasons of closure:

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