

MRO User Update – 22 August 2018

REMINDER TO USERS: Uploading case data

Dear Users

This is a reminder about the procedure for uploading case data and to use the new functionality for closing cases that do not progress.

Since the latest release (9 May 2018), providing you give a valid reason, you can now close cases that do not progress. If a medical report is completed, the data must be uploaded **within 30 calendar days of dispatch to the claimant solicitor**.

Uploading case data

You are obliged under the [MRO User Agreement](#) to upload medical case data in accordance with the SLA as published in the MedCo Guidance on Revised Qualifying Criteria effective from 1 July 2018.

ADDITIONAL INFORMATION

Prognosis period

The prognosis period in the case data should be from the accident date and NOT the examination date.

Full details of the information required can be found in the [Data Validation Rules](#) located on the MedCo website.

Uploading case data

You can either upload case data manually, or in bulk, via a CSV method found in the Upload Medical Reports section. Both options are available when you login to your MedCo account.

Manual upload is recommended if you only have a small volume of case data to upload.

A guide to manually uploading case data is published [here](#).

Closing a case

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. A release note detailing how to use the closed case function can be found [here](#).

The successful upload, whether manual or via the bulk upload, will close the appropriate cases and remove them from your dashboard so they can no longer be accessed.

For support and information contact enquiries@medco.org.uk