



Doctors Chambers guide to MedCo & Post April 2015 changes to

**SOFT TISSUE INJURY
MEDICAL EVIDENCE**

What is MedCo?

MedCo Registrations Solutions was established by the latest round of changes to the procedures for soft tissue injury claims brought under the Pre-Action Protocol for Low Value Personal Injury Claims in Road Traffic Accidents (*RTA Protocol*). MedCo Registration Solutions has set up a portal (the *MedCo Portal*) to be used by solicitors to source providers of medical evidence in soft tissue injury claims under the RTA Protocol.

When do I use MedCo?

From 6 April 2015 the first medical report must be a fixed cost medical report sourced through the MedCo Portal for all claims fulfilling the following criteria:

- The claim is a soft tissue injury claim as defined in the RTA Protocol
- The claim is submitted via a CNF on to the Claims Portal after 6 April 2015
- The claimant is the occupant of a motor vehicle (not a pedestrian, cyclist or motorcyclist)

You do **not** need to use the MedCo Portal for second or subsequent reports, or for claims outside these criteria e.g. cycle accidents, non-motor accidents.

What options does MedCo offer?

The MedCo Portal will give you the following options:

- First, you must choose either to select a medical reporting organisation (MRO) or to select a medical expert directly.
- If you choose to select a MRO you will be presented with a randomly generated list of seven MROs. One will be a national, high volume provider (such as Doctors Chambers or our sister company Bodycare Clinics) and six will be smaller local agencies.
- If you choose to select an expert directly you will be presented with a choice of seven experts.

Are Doctors Chambers and Bodycare Clinics on Medco?

Both Doctors Chambers and Bodycare Clinics have been accepted for registration as high volume (tier 1) providers. As nationwide providers of medico legal reports, we will be held to a more stringent set of standards and entry criteria than the smaller or regional 'tier 2' MROs or independent experts. Among the criteria which tier 1 MROs need to satisfy are the following:

- Capacity to process at least 40,000 instructions per year
- National coverage
- Minimum of 2 years trading history.
- Ability to offer application to application (A2A) functionality - IT systems giving solicitors the ability to integrate or to instruct online
- Financial bond of £100,000 to ensure sufficient resources to pay experts.

For further details of the qualifying criteria for a national MRO agency please see Table Two in the following Ministry of Justice paper:
<http://www.medco.org.uk/media/1017/finalised-qualifying-criteria-for-mros-revised.pdf>.

Why choose Doctors Chambers or Bodycare Clinics?

What Doctors Chambers and Bodycare Clinics offer you:

- Doctors Chambers and Bodycare Clinics were founded by, and are run by doctors
- Over 21 years of personal injury sector experience
- Nationwide pool of over 4,000 experienced medical experts, covering all disciplines
- Reputation for quality and speed of service
- Process focused on the claimant and their journey
- Independence – we have no financial links to outside organisations
- Superior IT solutions allowing you a choice of instruction options to complement your processes
- In-house rehabilitation, high quantum and court deadline teams
- Certainty that our service level agreements with experts give us control of report delivery and quality
- Highest standards of data protection and disaster recovery, meaning your clients' most confidential information is in the safest hands.

Using an alternative MRO may mean:

- Extra administration
- Unfavourable payment terms.
- Lack of control
- Lack of continuity
- Reduced IT sophistication
- Lack of data security.

What happens when I select Doctors Chambers or Bodycare Clinics?

- You will receive a MedCo case ID
- **You must give the MedCo case ID to us at instruction**
- The ID will be added to the report
- Doctors Chambers or Bodycare Clinics will upload the management information from the report as required by MedCo to the MedCo portal.

How do I instruct Doctors Chambers or Bodycare Clinics?

- If you have been offered Doctors Chambers or Bodycare Clinics on the MedCo Portal you can use your usual method of instruction. If you are new to us you can use system integration, instruction via our Cloud services, or via e-mail, whichever suits your business profile.
- **The key point to remember is that you must include the MedCo case ID.**

What about rehabilitation?

- You can instruct us as usual for rehabilitation as this is not affected by the changes.

How do I register with MedCo?

Be ready for 6 April. Claimant solicitors, CMCs and insurers should register here:

<http://app.medco.org.uk/Registration/RegisterAuthorisedUser>

Your details must match those registered with the Information Commissioner's Office (for your Data Protection Act registration) and you will need to input your ICO registration number.

You will be able to create multi layered user groups on the system but must provide a primary contact and secondary contact. The primary contact takes ownership of all the information that is put on to the system and its use for each organisation. The secondary contact will deputise for the primary contact.

Once you have registered, you will be able to create branches of users with administrators on each branch.

Contact Us

If you need further information or would like to start utilising the services of Doctors Chambers or Bodycare Clinics register on our website or e-mail us at one of the following e-mail:

- medco@doctorschambers.com
- medco@bodycareclinics.com

If you need to speak to us, please call us on 01753 475055.