



<b>Administration and procedures</b> <i>Do you have processes in place for:</i>		<b>Admin team</b>	<b>Physio/ Allied Health</b>	<b>Practice Principal</b>	<b>Current process and opportunities for improvement</b>
<b>On arrival</b>	Requesting and recording a patient's: – Claim number – Employer details – Return to work coordinator/workplace contact details – Insurer details – Claims/case manager (CM) contact details – GP – Specialist – Work capacity certificate details, patient to bring updates as they occur	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
	Status of claim and timeframes: Finding out when a patient's insurance cover for medical expenses ends: – Who is responsible? When does this happen? How frequently is it followed up?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Do you use the provider online services: – Would you like information or assistance?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Recording who patients are referred to/from: – GP, Specialist – Allied health	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	
<b>Workplace visit</b>	Scheduling a workplace visit: – Setting up the meeting – Ensure communication to employer/worker/CM completed – Booking travel and appointment time in diary – Knowledge of codes – Feedback to CM/doctor	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	

## Clinical audit

<b>Clinical management</b> <i>Do you have processes in place for:</i>		<b>Admin team</b>	<b>Physio/ Allied Health</b>	<b>Practice Principal</b>	<b>Comment</b>
<b>Screening/outcome tools</b>	Routinely using psychosocial screening questionnaires to help identify issues that may impact a patient's recovery and return to work: – Are staff confident in evaluating? – Do they modify their management plan after considering the screening questionnaire data if required?		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
	Calculating and recording outcome measures/ other screening tools: – www.orthopaedicscore.com calculator, CAHE calculator, Front Desk, etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Scheduling when follow up outcome measures/ screening tools are due: – Auto alert – Paper alert – Electronic systems, e.g. Physitrack	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
<b>Work &amp; expectations</b>	Collect work/job information: – Details of current duties, hours and days – Details of alternate duties available at workplace	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	
	Setting expectations: – Role of physiotherapist & patient – Overview of management		<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	

<b>Clinical management</b>		<b>Admin team</b>	<b>Physio/ Allied Health</b>	<b>Practice Principal</b>	<b>Comment</b>
<i>Do you have processes in place for:</i>					
<b>Work &amp; expectations</b>	Conducting a workplace visit:				
	– Physio(s) are aware of process		<input type="checkbox"/>	<input type="checkbox"/>	
	– Confidence in setting up		<input type="checkbox"/>	<input type="checkbox"/>	
	– Timing for greatest impact		<input type="checkbox"/>	<input type="checkbox"/>	
	– Call to CM and follow up to CM/doctor/ employer/patient		<input type="checkbox"/>	<input type="checkbox"/>	
	– Role in facilitating return to work		<input type="checkbox"/>	<input type="checkbox"/>	
	– Usual note taking		<input type="checkbox"/>	<input type="checkbox"/>	
<b>Communication</b>	Management plan completion and regular updates		<input type="checkbox"/>	<input type="checkbox"/>	
	Identifying when a longer consultation is required, and completing a restricted consultation application:		<input type="checkbox"/>	<input type="checkbox"/>	
	– Follow up if no response is received in 7 working days				
	Allied health routinely reporting on treatment progress to the doctor/CM		<input type="checkbox"/>	<input type="checkbox"/>	
	Capacity recommendations doctor's letter template (see Section 3)		<input type="checkbox"/>	<input type="checkbox"/>	
	Recording phone calls to the CM and/or treating team for billing purposes		<input type="checkbox"/>	<input type="checkbox"/>	
	Requesting CM contact, attendance at workplace visit or a case conference:		<input type="checkbox"/>	<input type="checkbox"/>	
– Troubleshoot making contact with CM					
Confidence in having critical conversations and planning for these		<input type="checkbox"/>	<input type="checkbox"/>		
Other issues raised	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

### Training and benchmarking audit

<b>Benchmarking best practice in clinical management</b>		<b>Admin team</b>	<b>Physio/ Allied Health</b>	<b>Practice Principal</b>	<b>Comment</b>
<i>Do you have processes in place for:</i>					
<b>Scheme</b>	Systems/training to educate new staff about the Return to Work scheme and capped timeframes, and procedures to manage these clients in the practice:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	– Implications for admin and physio staff and procedures to assist	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	– Consider ReturnToWorkSA support suite (see Section 3)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Diagnosis</b>	Supporting staff if they are not confident in diagnosing complex presentations:		<input type="checkbox"/>	<input type="checkbox"/>	
	– Differential diagnosis support/clinical patterns for new graduates' learning and development			<input type="checkbox"/>	
	– How do you feed back to the doctor and CM any discrepancy in initial claim diagnosis versus physio diagnosis			<input type="checkbox"/>	
<b>Predicting prognosis</b>	Anticipating the duration of treatment considering factors such as:		<input type="checkbox"/>	<input type="checkbox"/>	
	– Previous injury to same body part		<input type="checkbox"/>	<input type="checkbox"/>	
	– Orebro score		<input type="checkbox"/>	<input type="checkbox"/>	
	– Workplace support		<input type="checkbox"/>	<input type="checkbox"/>	
	– Home support		<input type="checkbox"/>	<input type="checkbox"/>	
	– Availability of alternative duties		<input type="checkbox"/>	<input type="checkbox"/>	
	– Attitudes and stories impacting their fears/ understanding		<input type="checkbox"/>	<input type="checkbox"/>	
	– Key drivers of patient		<input type="checkbox"/>	<input type="checkbox"/>	
	– Matching discharge date with anticipated discharge date (performance review/QA)		<input type="checkbox"/>	<input type="checkbox"/>	

Benchmarking best practice in clinical management		Admin team	Physio/ Allied Health	Practice Principal	Comment
<i>Do you have processes in place for:</i>					
Expectations & goals	Setting expectations in sessions 1 - 3 regarding recovery timeframes and return to work:				
	- Setting expectations regarding physiotherapist, patient and ReturnToWorkSA roles		<input type="checkbox"/>	<input type="checkbox"/>	
	- Include staggered graduated return to work/function goals attached to dates, discuss their role and physio role to achieve each stage successfully		<input type="checkbox"/>	<input type="checkbox"/>	
	- Integrate the work tasks in goals of above point		<input type="checkbox"/>	<input type="checkbox"/>	
	- Ensure collaborative approach to goal setting - patient taking on responsibility for self-management and recovery		<input type="checkbox"/>	<input type="checkbox"/>	
- Early explanation of gradual withdrawal of services as they recover and return to work and self-management		<input type="checkbox"/>	<input type="checkbox"/>		
Workplace visit	Consider workplace visit (PT216):				
	- Applicability		<input type="checkbox"/>	<input type="checkbox"/>	
	- Timing for greatest impact		<input type="checkbox"/>	<input type="checkbox"/>	
	- Assist in management and goal formulation		<input type="checkbox"/>	<input type="checkbox"/>	
	- Communicate benefits and findings		<input type="checkbox"/>	<input type="checkbox"/>	
- Consider training: in-house, ReturnToWorkSA, APA, OHPA		<input type="checkbox"/>	<input type="checkbox"/>		
Communications	How to complete a management plan		<input type="checkbox"/>	<input type="checkbox"/>	
	How to complete a capacity recommendations doctor's letter from template (see Section 3)		<input type="checkbox"/>	<input type="checkbox"/>	
	Communication with doctor:	<input type="checkbox"/>			
	- Templates for capacity information/ functional outcome scores/psychosocial screening		<input type="checkbox"/>	<input type="checkbox"/>	
	- Is there a routine minimum frequency for communication?		<input type="checkbox"/>	<input type="checkbox"/>	
	- Do you communicate with CM/employer/ worker sometimes/routinely?		<input type="checkbox"/>	<input type="checkbox"/>	
	Scheduling treatment review/management plan review to trigger need for workplace visit/case conference, etc.		<input type="checkbox"/>	<input type="checkbox"/>	
Build relationships with mobile CM//local employers		<input type="checkbox"/>	<input type="checkbox"/>		
Other issues raised		<input type="checkbox"/>	<input type="checkbox"/>		

### How long should I store records and data?

A record must be kept for at least 7 years from the date of last entry in the record, unless the patient was less than 18 years old at the date of last entry in the record.

If the patient was less than 18 years old at the date of last entry in the record, the record must be kept until the patient attains or would have attained the age of 25 years.

The date of last entry in the record means the date the patient concerned was last provided with medical treatment or other medical services by the medical practitioner or medical corporation who provided that treatment or those services.

To access this APA document directly go to: [www.physiotherapy.asn.au/records](http://www.physiotherapy.asn.au/records).

### Work injury insurance overall experience and challenges – we welcome all feedback

Email feedback to [providers@rtwsa.com](mailto:providers@rtwsa.com)

## Section 3: Resources and programs

# We're here to help

Let us know which of our offerings you would be interested in for your practice.



- Provider online services**
  - Invoice upload and reconciliation
  - Secure document upload
  - Patient look up for claim status
  - Contact us for assistance



- Practice visits**
  - Scheme reform - key points
  - Screening tools and outcome measures unpacked
  - Estimating capacity
  - Critical conversations
  - Effective workplace visits
  - Questions and answers



- Online modules 1 and 2**

Review the *Return to Work Act*, clinical framework and management plan.



- Online module 3 (case studies 1-6)**

ReturnToWorkSA's Practical Guide for Physiotherapists: Getting the best results for patients with a work injury.

Six clinical modules reviewing challenging situations that may be encountered when managing work injury clients.



- Partnership program**
  - Work injury essentials
  - Screening tools unpacked (webinar)
  - Critical conversations
  - Estimating capacity (webinar)
  - Chronic pain in work injury
  - Effective workplace visits



- Capacity recommendations doctor's letter template**

A document to personalise to your clinic.

  - [Word](#)



- ReCONNECT brochures**

ReCONNECT is a free voluntary service offered through the Return to Work scheme which helps people reconnect with the workforce and community after their income support has ended.



- Practice systems self-audit tool**

Establish clear procedures and ensure consistency of service across your practice to save you time and ensure best outcomes for patients.

  - [Self-audit tool](#)
  - [Action plan](#)
  - [Help](#)



Physiotherapy  
Support Service  
**8238 5757**

The Physiotherapy Support Service is delivered by a team of musculoskeletal and occupational health physiotherapists. This service is available for physiotherapists who seek support in managing specific and challenging cases.

For more information or to access resources contact [providers@rtwsa.com](mailto:providers@rtwsa.com)

Return to **work**.  
Return to **life**.