

Instructions and guidance - letter to the treating doctor

This letter is a communication tool designed to help you, as the Return to Work Coordinator, engage with the treating doctor regarding your support for the worker's recovery and return to work. It can be provided **before or after the initial appointment**, especially if you are unable to attend in person.

You may also give this letter to the worker to present during their initial or follow-up medical review. This ensures the doctor is aware of your role and the workplace's commitment to supporting the worker's recovery.

It's important that you tailor the letter and remove sections that are not relevant.

Purpose of the Letter

- To introduce yourself and your role in supporting the worker's recovery and return to work.
- To provide relevant workplace information, such as job duties and available suitable tasks.
- To request medical input that will help identify safe and appropriate duties for the worker.

Tips for engagement with the doctor

Be clear and supportive: Highlight that your role is to help the worker return to work safely, in line with medical advice.

Respect the doctor's focus: Their priority is the worker's health and recovery.

Clarify communication preferences: Ask the doctor how they prefer to be contacted (e.g., email, phone).

Provide the medical authority: Attach the signed medical authority form as part of your letter or forward a copy to the clinic (if one has been provided) so the doctor can share relevant information with you.

Encourage collaboration: Where possible, meet with the doctor and the worker together - ideally in person and be available for case conferences.

Discuss capacity at home and work: When discussing capacity, ensure you address any capacity concerns for home then identify suitable duties at work.



Tips for working with GP's and work capacity certificates

<https://www.rtwsa.com/insurance/return-to-work-coordinators/workplace-advisory-services/tips-for-working-with-gps-and-work-capacity-certificates>