

# FREQUENTLY ASKED QUESTIONS

## Information Sharing

### 1 As a medical practitioner, what information am I required to include in a report to the claims agent?

You should include anything that is relevant to the injury, worker's capacity for work or any barriers that may hinder a worker's recovery and return to work. Also include the other treating medical professionals involved in the injured worker's claim. Other health providers that you could expect to be involved in the recovery and return to work process include:

- Physiotherapists
- Exercise Physiologists
- Occupational Therapists
- Psychologists and other mental health professionals.

For the benefit of the recovery and return to work process, it is recommended that you maintain contact and work collaboratively with these health practitioners, as they will assist you in certifying capacity and making a prognosis in regards to the worker's injury.

### 2 Can an employer insist on accompanying a worker when they visit me?

An employer can request your approval to attend a medical review; however, this is at your discretion and your patient must also agree. The employer can only attend to discuss recovery and return to work implications, not be present for examinations.

Employers can be invited to attend case conferences and their input could be helpful in ascertaining suitable duties for your patient. They will know the workplace and be able to speak to the duties on offer or suggest alternative ones. Their involvement is also beneficial for you to clarify any concerns in regards to the return to work process.

### 3 Can I charge for the time it takes to edit or redact information that does not relate to the worker's injury?

Yes, as part of preparing patient records, there is a fee item that can be charged for preparing and providing requested information and is a gazetted rate as per ReturnToWorkSA's fee schedule.