

FREQUENTLY ASKED QUESTIONS

Requests for medical information

1 Why is the claims manager requesting a report from the treating medical practitioner?

The claims manager will request a report to understand the current capacity, treatment plan and expected outcomes, or identify barriers that are not related to the injury but may be affecting recovery and return to work. We value the treating medical practitioner's input and collaboration in an injured worker's recovery and return to work.

2 Does the treating medical practitioner get paid for providing a medical report?

Yes, this is a gazetted rate as per ReturnToWorkSA's fee schedule.

3 What information should the treating medical practitioner disclose in a medical report?

The treating medical practitioner should only disclose medical information that is directly related to the worker's injury, or information that may affect the worker's capacity to return to work.

4 Can the worker and the employer access a copy of the report?

Yes. Both parties are able to obtain copies of the report. A worker must be provided with a copy of the report and the employer is able to receive a copy from the claims agent if requested in writing.

5 Our practice has a policy of upfront payments for all medical reports, can you pay us upfront?

We are unable to pay upfront for a medical report. Upon receipt of the report, we will pay the gazetted rate as per the ReturnToWorkSA fee schedule. Should you not provide a requested medical report, this may affect the injured worker's entitlement to income support or may delay treatment approval.