

26 February 2010

Committee Secretary
Senate Standing Committee on Environment, Communications and the Arts
Parliament House
Canberra ACT 2600

Further Submission from InjuryNET Australia P/L (InjuryNET) to the Inquiry into Australia Post's treatment of Injured and Ill Workers including Questions on Notice

In relation to the recent Senate hearing into this matter, InjuryNET offers the following additional information, comments and responses to questions on notice.

Program Parameters

InjuryNET Australia believes the hearing discussions blurred the line between two distinct programs InjuryNET coordinates for Australia Post. These two distinct programs are:

1. Early Intervention treatment program
 - a. Treatment under this program is optional and voluntary
 - b. Most Australia Post employees willingly participate in this program when offered
 - c. This program offers treatment at the earliest possible time
2. Fitness for Duty Assessments
 - a. Doctors provide an opinion on an individual's fitness for work
 - b. Doctors do not provide treatment
 - c. Referral by Australia Post is arranged under their internal rules
 - d. Attendance at a FFD is not optional

Individual Cases Raised

Senators raised specific clinical cases in their questioning at the hearing. One case, where a person sustained a leg injury, was mentioned on several occasions. The injury was characterised as a fractured leg. Descriptions of "a fractured leg" conjured up images of a person with a severely displaced leg, rolling on the floor in agony. Senators asked whether it was reasonable that a "fractured leg" was not diagnosed at the first visit and whether the injured person should have remained at work. No clinical details of the case were provided.

InjuryNET advises that cases of a "fractured leg" can range in severity from a fracture of the mid shaft (described above) to an avulsion chip fracture of the lateral ankle. The latter condition is treated as an ankle strain and usually does not lead to significant disability. Further, there are other, more subtle lower limb fracture conditions that can be difficult to diagnose, where the patient remains quite mobile. Hence, giving an opinion on the management of a "fractured leg" without first obtaining the full story is an unreasonable request. None of the cases presented at the hearing as examples of unreasonable care by facility nominated doctors included specific details of the injury or investigations. Consequently, we are of the view that these cases should be given low weighting in your considerations.



email info@injury.net.au web www.injury.net.com.au

NSW Office • phone 02 9569 7376 fax 02 9569 7376

Head Office • Level 3, 691 Burke Rd. Camberwell VIC 3124. PO Box 587, Camberwell VIC 3124 phone 03 9882 3244 fax 03 9882 6477

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Questions on Notice

1. Written principles used when employing a facility nominated doctor

When doctors are contacted and asked to consider participating in our programs, we ask that they consider our Key Principles regarding stay at work / return to work for injury management. If they agree to practice according to these principles and if they wish to proceed, they are inducted into the program. These principles are:

- Stay at work / Return to work is the central goal of clinical management
- Certify time off work only when medically necessary
- Staying at work prevents development or worsening of psychosocial issues
- Medical certificates must be clear, specific and demonstrate progress
- Effective communication and teamwork are critical
- Clinical management must be based on evidence

2. Pack/manual provided to facility nominated doctors when commencing on program

Please see attachment labelled Aust Post WA Injury Management Program manual Nov 07. We have provided this manual as this program was implemented most recently. Its contents are virtually identical to that of other states.

3. Sample information sheets used by InjuryNET

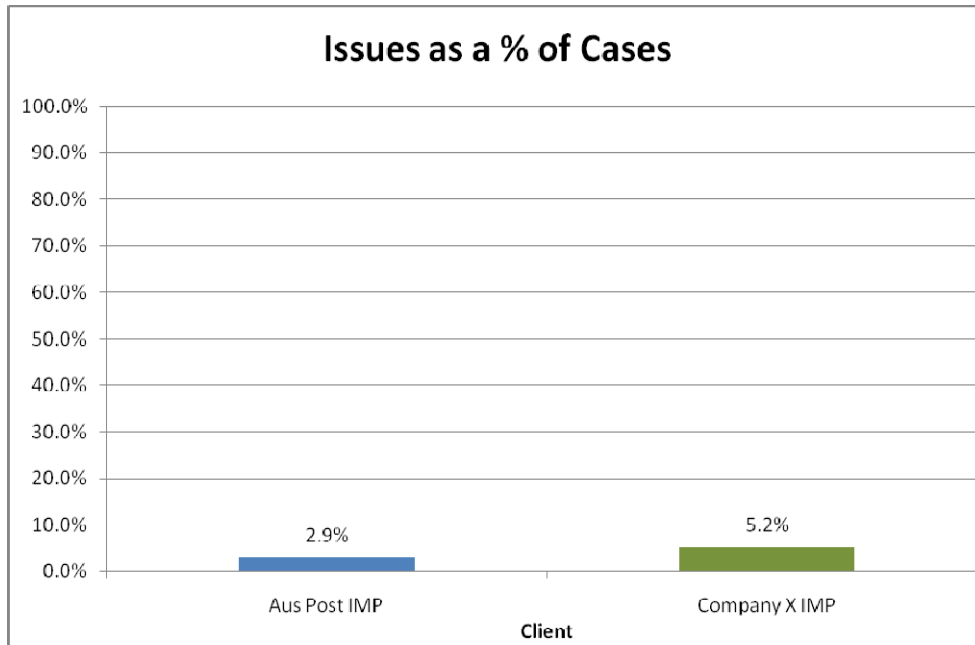
Please see attached documents labelled Info Faxes 1-3. Also please see the GP Key Points document. Please note that not all aspects mentioned apply to the Australia Post program as this is a generic InjuryNET document.

4. InjuryNET's contract with Australia Post

Please see attached contract between Australia Post and InjuryNET Australia. As discussed at the hearing, this is a confidential document and is not to be publicly released. Please note page 27 has been removed. This page details the fees only.

5. Comparison of issues rates for large clients compared to Australia Post

The graph below shows the percentage of issues relating to individual cases. The other injury management program client is of a large size and is the most comparable to Australia Post. As indicated below, the number of issues raised to InjuryNET relating to the Australia Post Injury Management Program is approximately half that of the other large client.





Practitioner and Practice Manager

Australia Post Practitioner Manual

December 2007

Western Australia



email info@injury.net.au web www.injury.net.au
NSW Office • phone 02 9569 7376 fax 02 9569 7376
Head Office • Level 3, 691 Burke Rd. Camberwell VIC 3124. PO Box 587, Camberwell VIC 3124 phone 03 9882 3244 fax 03 9882 6477

injuryNET

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Overview

Program Aim

The Program aims to limit the impact of workplace injury and illness on employees of Australia Post via early intervention.

This is achieved via provision of early and convenient access to high standard, well-informed local Practitioners who are familiar with the work conditions and injury management principles at Australia Post. InjuryNET affiliated practitioners are known as ‘Facility Nominated Doctors’ (FNDs) and ‘Facility Nominated Physiotherapists’ (FNPs) when performing services for Australia Post.

Program Scope

This program operates in most states of Australia in both metropolitan and regional areas.

Practitioner Communication

One of the key features of the Australia Post Injury Management Program is its proactive approach to Return to Work (RTW).

All parties are encouraged to be flexible and support an active rehabilitation approach.

The communication between InjuryNET Practitioners, other treating practitioners, Australia Post managers and Rehabilitation Case Workers will facilitate the smooth running of RTW programs.

Australia Post will always provide useful, suitable duties and feedback to the InjuryNET Practitioners regarding duties offered.

InjuryNET Practitioners will maintain regular contact with Australia Post Managers while employees are performing alternative duties.

Following **ALL** initial consultations, the InjuryNET Doctor is to telephone the referring manager to discuss the RTW Plan for the injured worker just examined.

This is a key performance indicator for InjuryNET Practitioners

At subsequent visits, regular contact should be maintained.

Australia Post and Practitioners will exchange documentation in a timely manner.

Specific Protocols for Australia Post Referrals

Appointments

The effectiveness of the Early Intervention Program depends on the ability to obtain prompt appointments for injured workers.

Ideally, appointments for treatment consultations should be within 4 hours of injury and earlier if an appointment is available or the condition more urgent.

Appointments for assessments are needed as early in the day as possible, preferably before lunchtime as many Australia Post workers finish their shift in the early afternoon.

Managers are instructed to only request early appointments where:

- Treatment is urgent i.e. lacerations, potential fractures etc
- The injured worker is willing to see an FND but will seek alternative treatment if an FND is not available.
- The work shift finishes early in the day

Certification

Australia Post is self-insured under Comcare (Commonwealth Workers Compensation Legislation). Australia Post workers DO NOT require state approved (WA) WorkCover certificates.

Please only use the certificates provided as attachments to this manual.

- Please note that there are separate forms to be used for treatment and assessments.
- These services are distinct and only the appropriate form should be used.

Copies of all medical certificates and Fitness for Duty forms should be faxed to the Australia Post Injury Management Unit **within one hour** of the consultation.

Copies of all medical certificates and Fitness for Duty forms should be forwarded to the referring facility immediately after the consultation.

Original medical certificates and Fitness for Duty forms must be handed to the patient.

Correct completion of Certificates

Completing medical certificates is an important part of the process in managing employees referred for both treatment and assessment. Problems arise when there are deficiencies in the certificates and this may result in follow up phone calls and paperwork.

The following is required for all certificates:

- Practitioners name and stamp
- Practitioner's signature
- Consultation date
- Clear diagnosis that includes the part or parts of the body affected and indicates the pathology and not just pain eg. A diagnosis of "back pain" is not acceptable
- Clear dates for period of restrictions ie from dd/mm/yy to dd/mm/yy
- Certificate must be faxed to Australia Post within one hour of the consultation
- Correct type of certificate (treatment) / form (fitness for duty) completed

Treatment Certification and Follow Up

Treatment certificates should indicate the date for the next follow up appointment.

Assessment Certification and Follow Up

Do NOT schedule follow up appointments for Fitness for Duty assessments. Australia Post will arrange any further appointments as required. In cases where FNDs are assessing, please indicate work restrictions for a reasonable period (at least 1 week, where suitable), as repeated assessments at short intervals may be inconvenient for the worker and may not be perceived as being in the spirit of the Injury Management Program.

FAX Medical Certificates and Fitness for Duty Forms to:

A copy of all certificates and forms should be **faxed within 1 hour of the consultation** to:

- Injury Management Unit
(see contact attachment for fax number)

Fees

Australia Post will pay for the treatment fees of employees referred to FNDs and FNPs by managers under the Injury Management Program according to the parameters listed above. Doctors should not complete or submit Medicare vouchers or provide an invoice to workers when the worker is being treated under the Early Intervention Program.

Australia Post is **unable** to pay invoices under the Injury Management Program where the employee is treated by a doctor who is not accredited by Australia Post and has not been on a tour of their local relevant Australia Post facilities **without** an accepted claim. This is the case even if there are other doctors in the same practice who are accredited.

Return to Work – Hours of Work

There is good evidence to support only the limited use of reduced work hours when managing work related injuries. Remaining at full hours of work keeps the individual in their normal social environment and reduces the feeling of being “disabled”. This enables quicker recovery. Australia Post is keen to have injured employees in their usual hours of work wherever possible. Provision of suitable duties is preferred over reducing work hours. Research indicates that reducing work hours is not necessary in managing strains and soft tissue type injuries i.e. back pain.

Treatment

Early Intervention Program Treatment Services

Australia Post will pay for the following treatment services, irrespective of whether a claim for compensation is made where an Australia Post manager refers the worker under the Early Intervention Program.

Payment without a claim will be made for:

- Up to four (4) consultations with an Australia Post Facility Nominated Doctor (FND)
- Up to four (4) consultations with a Facility Nominated Physiotherapist when referred by an FND
- X rays for acute diagnosis of urgent conditions such as fractures
- Simple ancillary services such as dressing, bandages, taping etc.
- For clarification of which other services are included contact the Injury Management Coordinator at Australia Post or an InjuryNET Program Manager

Although acceptance of a workers compensation claim is not required to access services under the Injury Management Program, it is important to note that employees retain the right to submit a claim for Workers Compensation for any injury they believe may be work related.

Treatment and Referral to Services Outside of Early Intervention Program

Australia Post cannot pay for services outside the above-mentioned parameters unless a claim is accepted. In instances where Practitioners feel that a service outside of those listed above is required, they need to advise employees PRIOR to service delivery that the employees will need to pay for the service themselves, unless they have an accepted claim.

This includes the cost of referred services such as radiology (outside acute diagnosis for fractures), pathology and specialist referrals.

In the case where urgent referral to a specialist is required (i.e. plastic surgeon for a tendon laceration) then please contact the Australia Post Compensation Manager to consider urgent approval.

If you require information regarding the status of a claim for compensation, check with the worker or contact the Claims Manager at Australia Post.

Physiotherapy Treatment

Payment by Australia Post for treatment beyond the provisions of the Early Intervention Program (more than 4 visits) requires prior approval from Australia Post. Once a claim is accepted physiotherapy treatment can proceed beyond four with approval from the Injury Management Coordinator.

Provider Management Plans

Provider Management Plans should be completed at the 5th visit and thereafter only be completed if requested by the Australia Post Compensation Section.

Assessment

Under the provisions of the Australia Post Determination No. 6 of 2006, Clause 10 (Fitness for Duty), Australia Post may refer employees to your medical facility for the purpose of a fitness for duty assessment (NOT for the provision of medical treatment) to determine whether the employee has any capacity for work where there is a potentially work related condition.

The assessment process is based on the preference for avoiding adversarial situations and encouragement of communication and cooperation for the optimal rehabilitation of Australia Post workers.

Assessing doctors are to contact the treating doctor to discuss their opinions and recommendations in every case.

The assessing doctor should note the agreement/disagreement of the treating doctor on the Fitness for Duty form. Irrespective of whether agreement is reached, assessing doctors should note **their** opinion regarding the work capacity of employees on the form.

Assessing doctors are **NOT** required to comment on:

- Current Treatment
- Alternative treatments or services
- Review periods of treating doctors and specialists
- Long term restrictions
- Claim liability

FAX Fitness for Duty Forms to:

A copy of all certificates and forms should be **faxed within 1 hour of the consultation** to:

- Injury Management Coordinator
(see contact attachment for fax number)

Accounts

See Appendices for Item Schedules for both Doctors and Physiotherapists

Address and send Accounts to:

Australia Post – Injury Management Coordinator

Mail Accounts to:

Injury Management Coordinator
OHS & REHABILITATION SECTION
379 Boud Avenue
PERTH DOMESTIC AIRPORT WA 6105

For telephone enquires regarding any issues concerning accounts, please see contact attachment.

Accounts must include the following information

- Worker Name
- Facility Name i.e. Joondalup Delivery Centre, Perth Mail Centre
- Date of service
- Item description
- Item number
- Fee
- GST (if applicable)
- Claim Number (where claim is accepted)
- Nature of condition (ie: Back Injury, Shoulder Strain)

**PLEASE DO NOT
SUBMIT
DUPLICATE
ACCOUNTS**

Medical & Physiotherapy Account Process within Australia Post

- Clinic forwards Account to Australia Post – Injury Management Unit
- Employee/account details are entered into the Australia Post Database system
- ***If no claim is lodged or accepted*** - Australia Post pays account under the Australia Post Injury Management Program
- ***If claim is accepted*** - Australia Post pays account under the Australia Post Workers' Compensation System (SRC)
- All practitioners (both doctors and physiotherapists) should check that the claim has been accepted prior to scheduling a fifth visit and/or services or items outside of the parameters of the Early Intervention Injury Management Program.

Item Codes – Doctors

Please use the InjuryNET item codes seen below.

For current fees please refer to the InjuryNET website: www.injury.net.com.au using your username and password. For any queries please contact InjuryNET Ph: (03) 9882 3244.

Treatment

Consultations

	Code
Consultation "B"	INTRB
Consultation "C"	INTRC
Consultation "D"	INTRD

Phone Consultations

Phone 1 (<5 min)	INTEL1
Phone 2 (5-10 mins)	INTEL2
Phone 3 (>10 min)	INTEL3

Non-Attendance Fee

(first booked appointment only)

INNON

Other Services

All other items @ AMA rate

Materials at your usual clinic rate. Materials used at the time of consult do not attract GST.

Please Remember

- If more than 4 visits are required please notify employee of requirement to submit a claim.
- Payment of further visits is dependent upon acceptance of the claim.
- If uncertain of claim status or where only one or two further visits are required, contact Australia Post (see contact attachment for details) to discuss.
- Please use the InjuryNET item codes above and below.

Assessment – Fitness for Duty

Consultations

	Code
Consultation "B"	INFITB
Consultation "C"	INFITC
Consultation "D"	INFITD

Phone Consultations

Phone 1 (<5 min)	INFEL1
Phone 2 (5-10 mins)	INFEL2
Phone 3 (>10 min)	INFEL3

Non-Attendance Fee

INNON

Fees are reviewed each November. Any changes to fees are available at www.injury.net.com.au via secure login.

Item Codes - Physiotherapists

Please use the InjuryNET item codes seen below.

For current fees please refer to the InjuryNET website: www.injurynet.com.au using your username and password. For any queries please contact InjuryNET Ph: (03) 9882 3244.

Consultations

	Code
Initial Physio Consultation	INPCA
Review Physio Consultation	INPCB
Long Physio Consultation	INPCC

Phone Consultations

	Code
Phone 1 (< 5 mins)	INTEL1
Phone 2 (5-10 mins)	INTEL2
Phone 3 (> 10 mins)	INTEL3

Non-Attendance Fee

(first appointment only)

INNON

Completion of Physiotherapy Provider Management Plan

Form	INCRP
------	-------

Physiotherapy Provider Management Plan is to be completed at the 5th visit and thereafter only when requested by Australia Post.

Supplies and materials at your normal rate

Please Remember

- If more than 4 visits are required please notify employee of requirement to submit a claim.
- Payment of further visits is dependent upon acceptance of the claim.
- If uncertain of claim status or where only one or two further visits are required, contact Australia Post (see contact attachment for details) to discuss.
- Please use the InjuryNET item codes above.

Fees are reviewed each November. Any changes to fees are available at www.injurynet.com.au via secure login.

Facsimile Transmittal**INITIAL TREATMENT REFERRAL**

To: _____ **Facsimile Number:** _____
 (Name of Facility Nominated Doctor)

Clinic Name: _____ **Telephone Number:** _____

Address: _____

From: _____ **Facsimile Number:** _____
 (Manager/Supervisor Name) (Pages including this sheet: ____)

Facility Name: _____ **Telephone Number:** _____

Address: _____

Injury Management (Early Intervention) Program

Employee's Name: _____ **Date of Injury:** _____

Nature of Injury: _____

Time and Date of TREATMENT appointment: ____:____ AM / PM on ____/____/____

The employee whose details appear above has suffered an apparent work-related injury/illness and has indicated that he/she will attend your clinic for treatment.

The Injury Management (Early Intervention) Program does not require that the employee has an accepted workers' compensation claim to receive treatment. Australia Post will be responsible for the costs of up to four medical treatments from you. Australia Post will also be responsible for the cost of up to four physiotherapy treatments from an Australia Post Facility Nominated Physiotherapist, where such treatment is prescribed by you.

At our facility we are able to vary the type, intensity, complexity, frequency and duration of work activities and are committed to maintaining our injured colleague at work or assisting in returning them to work quickly. Alternative or modified duties are usually available to accommodate most minor injuries.

Following the examination and any necessary treatment, could you please provide by return fax a completed medical treatment certificate?

If you wish to discuss any aspects of work processes or availability of alternate duties at the facility, please contact me on the above telephone number or contact (name) _____ on _____.

PLEASE ALSO FAX A COPY OF THE MEDICAL TREATMENT CERTIFICATE TO THE INJURY MANAGEMENT UNIT ON FAX NUMBER (03) 8379 3803

Other details/Comments: _____

Manager: _____ **Date:** ____/____/____
 (Signature)



Facsimile Transmittal

FITNESS FOR DUTY ASSESSMENT REFERRAL

To: _____ Facsimile Number: _____
 (Name of Facility Nominated Doctor)

Clinic Name: _____ Telephone Number: _____

Address: _____

From: _____ Facsimile Number: _____
 (Manager/Supervisor Name) (Pages including this sheet: ___)

Facility Name: _____ Telephone Number: _____

Address: _____

Injury Management (Early Intervention) Program

Employee's Name: _____ Date of Injury: _____

Nature of Injury: _____

Details of the **FITNESS FOR DUTY ASSESSMENT** appointment are as follows:

Time and Date: ___:___ AM / PM on ___/___/___

The employee whose details appear above has suffered an apparent work-related injury/illness.

Arrangements have been made for the employee to attend your clinic for a fitness for duty assessment pursuant to the provisions of the *Australia Post Determination No. 6 of 2006, Clause 10 Fitness for Duty* to ascertain or confirm their fitness to continue working or to return to work safely.

The employee may/may not have attended their treating doctor for their apparent work-related injury/illness. **Where appropriate, please contact and discuss with the employee's treating doctor the option of returning to work with suitable duties as you see fit.** A copy of the employee's treating doctor's certificate (where available) will be provided.

I appreciate your assistance in assessing the employee. Following your assessment, could you please provide by return fax (to the above facsimile number) a completed Fitness for Duty Assessment certificate?

If you need to discuss any aspects of work processes or availability of alternate duties at the facility, please contact me on the above telephone number or contact (name) _____ on _____.

PLEASE ALSO FAX A COPY OF THE FITNESS FOR DUTY ASSESSMENT CERTIFICATE TO THE INJURY MANAGEMENT UNIT ON FAX NUMBER (03) 8379 3803

Other details/Comments: _____

Manager: _____ Date: ___/___/___
 (Signature)

Letter provided to FND when a claim for compensation has been ACCEPTED



From:
Injury Management Coordinator
Australian Postal Corporation

SAMPLE

To FND: Dr.

Medical Centre:
Fax Number:

Re: Claim for compensation

This advice is to inform you that Australia Post has now accepted liability for a compensation claim lodged by the employee named below. Claim details are as follows:

AUSTRALIA POST EMPLOYEE:

WORK CENTRE:

CLAIM REFERENCE NUMBER:

ACCEPTED CONDITION:

Should you have any further queries or concerns in relation to the claim, please contact me on the above telephone number.

Ensure you quote the claim reference number on your accounts to Australia Post where possible in respect of the accepted condition. Do not use this claim reference for other injuries treated.

Yours sincerely,

Injury Management Coordinator
Australia Post

Date

Letter provided to FND when a claim for compensation has been DENIED



From:
Injury Management Coordinator
Australian Postal Corporation

To FND: Dr.

Medical Centre:
Fax Number:

SAMPLE

Re: Claim for compensation

This advice is to inform you that Australia Post has denied liability for a compensation claim lodged by

AUSTRALIA POST EMPLOYEE:

WORK CENTRE:

MEDICAL CONDITION:

DATE DENIED:

Under the injury management program employee can consult a Facility Nominated Doctor up to four times and a Facility Nominated Physiotherapist up to four times if required. Any further consultations will be the responsibility of your patient and in accordance with your usual practice procedure.

Should you have any further queries or concerns in relation to the claim, please contact me on the above telephone number.

Yours sincerely,

Injury Management Coordinator
Australia Post

Date

InjuryNET

Medical Practitioner – Key Points

1. Program Aims
 - a. Provide early treatment of work injuries without the initial need for an *accepted* workers compensation claim. (Ideally, initial visit should be within 4 hours of referral)
 - b. Rapid and safe return to work with a reduction in lost time from work through the provision of suitable duties.
2. Visits without accepted claim by affiliated practitioners only*
 - a. 4 Medical visits
 - b. 4 Physiotherapy visits when referred by affiliated doctor
3. Ensure employees bring a signed referral and consent form from the site**.
4. Complete a Worker's Compensation Certificate if work related
5. At end of consult Doctor **calls** site manager on the referral form **or** discusses RTW with manager in attendance to find suitable duties. *Extra phone fees apply.*
6. InjuryNET recommended fees (see Practice Manual)
7. Employees will need an accepted claim[‡] if:
 - a. More than a plain x-ray for a limb injury is required
Example: Spine X-ray, CT, MRI, Ultrasound
 - b. More than 4 GP or 4 Physio visits are required
 - c. A day or more off work is required
 - d. Specialist or referral other than an affiliated Physio is required

Simple medications, sutures, injections, bandaging etc. are covered under the program and if supplied are invoiced at your normal clinic rates.

* In W.A. a Worker Compensation claim form needs to be lodged *before* the program can be accessed

[‡] In NSW Provisional Liability rules apply

** Certain employers only



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NSW Office • phone 02 9569 7376 fax 02 9569 7376

Head Office • Level 3, 691 Burke Rd. Camberwell VIC 3124. PO Box 587, Camberwell VIC 3124 phone 03 9882 3244 fax 03 9882 6477

FAX:

InjuryNET

To: XXXXXXX Medical Clinic From: Des Morrow

Fax: (02) 4343 XXXX Pages: 2

Phone: (02) 4344 XXXX Date: 9-12-2009

Re: InjuryNET Program CC:

Message: XX XX XXXXXX XXXXXX XXXX St Woy Woy NSW

Hello Louise,

Thank you for your help with setting this up. As discussed InjuryNET is a national practitioner network with more than 3500 practitioners in over 1200 locations treating injured employees from more than 50 affiliated companies. InjuryNET Doctors provide early intervention and help injured employees stay at work while recovering on suitable duties.

In your area our main client is XXXX Group (XXXX, XXXXXXXX, XXX, XXXXXX,)

Company Managers or InjuryNET refer employees to InjuryNET Practitioners as part of the InjuryNET early intervention program for workplace injuries. InjuryNET Doctors are good at reducing medically unnecessary time away from work and in doing so reduce patient disability.

The goal of this program is two-fold:

Firstly, *InjuryNET* want to be able to offer injured workers **the option of treatment** by local **GPs** and **Physios** who are familiar with occupational injury management.

Secondly, *InjuryNET* want to **encourage communication** between the Site Manager, the Injured Worker and the Treating Practitioner, to help employees to continue working on suitable duties.

InjuryNET has been assisting *companies* to access our Practitioner Network to achieve this goal. The relationship between the Practitioners and *companies* is direct and *they* pay your accounts. *Companies* pay InjuryNET for coordination of the Practitioner Network. You pay nothing to be in this program. *Participating Doctors can invoice AMA fees for consults and extra fees for phone calls.*

For acute Injuries it would be optimum to be seen within 4 hours of injury, especially lacerations. Keeping in mind Injury frequency is low. Managers or InjuryNET will call to arrange appointments and employees will have a *Referral & Consent Form* supplied to you to initiate the program. Payment is guaranteed for this service by the employer for up to 4 visits with an InjuryNET Doctor and 4 visits with an InjuryNET Physio regardless of claim status.

Please pass this information and the attached "InjuryNET Medical Practitioner – Key Points" to your Doctors to consider participating. InjuryNET also refer and process more than 20,000 pre-placement medicals per year via InjuryNET clinics. Other InjuryNET clients include Australia Post, XXX, XXX, XXX, XXXXXXX, XXXXX, XXXX XXX XXX, XX XXXX XXx, XXX XXX & XXX, XX, XXX, the XXx, Dept of XXXX & XXX, Dept. of XXXX XXXX, XXXX XXXX, XXXX stores and many others.

I will call you to follow up or feel free to contact me.

With kind regards,

Des Morrow
InjuryNET



injuryNET

email info@injury.net.au web www.injury.net.au

NSW Office • phone 02 9569 7376 fax 02 9569 7376

Head Office • Level 3, 691 Burke Rd. Camberwell VIC 3124. PO Box 587, Camberwell VIC 3124 phone 03 9882 3244 fax 03 9882 6477

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*injury*NET

InjuryNET Australia Pty Ltd

Level 3, 691 Burke Rd,

Camberwell, Vic, 3124

phone (03) 9882 3244

fax (03) 9882 6477

email info@injurynet.com.au

website www.injurynet.com.au

Fax: For urgent attention

To:	XXXXX Medical Clinic – Dr XXXXX	From:	Des Morrow
Fax:	(03) 9578 XXXX	Pages:	4
Phone:	(03) 9576 XXXX	Date:	11-3-2009
Re:	<i>InjuryNET</i> Program	CC:	

Message XXXX Medical Clinic XXXXXXXXXXXXXXXX 3162

Dear Dr XXXXX,

Thank you for agreeing to participate in the InjuryNET program at your clinic. Dr David Milecki asked me to fax you some preliminary InjuryNET information prior to arranging a suitable time to meet you at your clinic for a formal re-introduction to the program. As you would know from your work in XXXXXXXX, InjuryNET is a practitioner network of more than 3500 practitioners in over 1200 locations across Australia.

We would like to offer you referrals from our key client companies based in your area, these include: Australia Post, XXXX XXX XXX, XXX Group XXX, XXX (XXX), XXXX, XXX XXX and XXX XXX XXX.

The goal of this program is two-fold:

Firstly, *InjuryNET* want to be able to offer injured workers **the option of treatment** by local GPs and Physios who are familiar with occupational injury management.

Secondly, *InjuryNET* want to **encourage communication** between the Store Manager, the Injured Worker and the Treating Practitioner, to optimise return to work efforts.

InjuryNET has been assisting *companies* to access a Practitioner Network to achieve this goal. The relationship between the Practitioners and *companies* is direct and your accounts are paid by them. *Companies* pay InjuryNET for coordination of the Practitioner Network. You pay nothing to be in this program and you can invoice AMA fees for services and extra for any phone calls.

Participating Doctors from your clinic should ideally be available Monday to Friday, during business hours. The program is doctor specific and having 2 or more doctors participating per clinic is ideal, but not essential. For acute Injuries it would be optimum to be seen within 4 hours of injury, especially lacerations. Keeping in mind Injury frequency is low.

The benefit for the employee is they can access early Medical and Physio services without the initial need to lodge a Workers Comp claim and *companies* Guarantee payment for the first 4 medical visits and basic ancillaries AND 4 Physio visits, so they are not out of pocket. The benefit for the practitioners is the employer, guarantees them payment for this early intervention and will pay the agreed AMA rates for consults and phone calls. The benefit for the employer is early management with early return to work by offering alternative duties for injured employees to assist recovery.

Please call with a suitable time for us to meet at your clinic. Our best days are Monday, Wednesday or Fridays.

With kind regards,

Des Morrow

Injury NET



*injury*NET

InjuryNET Australia Pty Ltd

Level 3, 691 Burke Rd,

Camberwell, Vic, 3124

phone (03) 9882 3244

fax (03) 9882 6477

email info@injurynet.com.au

website www.injurynet.com.au

Fax: For urgent attention

To:	Dr XXX XXX - XXXX Clinic	From:	Des Morrow
Fax:	(03) 9302 XXXX	Pages:	
Phone:	(03) 9309 XXXX	Date:	9-1-2009
Re:	InjuryNET Program	CC:	

Message: XXXX Clinic 512 XXXX Road XXXX Vic XXXX

Dear Dr XXXX,

XXXX Clinic assists InjuryNET in providing Injury Management & Pre-Employment Medical services for employees from XXXX Group XXXX (XXX, XXX, XXX, XXXX, XXXX, etc.) XXXX, XX XXX XXX & Australia Post. InjuryNET also co-ordinates Pre-Employment Medical Services for many other companies. Our Injury management program relies on prompt medical access and improved outcomes with practitioners helping injured employees stay at work on suitable duties. InjuryNET has more than 3500 practitioners in over 1200 locations across Australia looking after more than 50 companies.

The goal of the Injury Management program is two-fold:

Firstly, *InjuryNET* want to be able to offer injured workers **the option of timely treatment** by local GPs and Physios who are familiar with occupational injury management. (Prompt Access)

Secondly, *InjuryNET* wants to **encourage communication** between the Site Manager, the Injured Worker and the Treating Practitioner, to optimise return to work efforts. (Improved Outcomes)

InjuryNET has been assisting *Companies* to access our Practitioner Network to achieve this goal. The relationship between the Practitioners and *companies* is direct and they pay your accounts. Companies pay InjuryNET for coordination of the Practitioner Network. You pay nothing to be in this program and you can invoice the higher AMA fees for services and extra for any phone calls. (see fee schedule)

Participating Doctors should ideally be available Monday to Friday, during business hours. The program is doctor specific and having 2 or more doctors participating per clinic is ideal, but not essential. For acute Injuries it would be optimum to be seen within 4 hours of injury, especially lacerations.

The benefit for the employee is they can access early medical and Physio services without the initial need to have an accepted Workers Compensation claim and participating Companies Guarantee payment for up to 4 medical visits and basic ancillaries AND 4 Physio visits, so employees are not out of pocket.

The benefit for the practitioners is the employer guarantees them payment for this early intervention and will pay the agreed AMA rates. The benefit for the employer is early management with most employees able to stay at work on suitable duties to improve outcomes.

I have attached **InjuryNET Medical Clinics – Key Points, Fee Schedule**, Australia Post Certificates for you to review.

I will call you when you get back on Wednesday 4th Feb at 9.30am to review the key points of the program.

With kind regards,

Des Morrow

Injury NET