

HOSPITAL STREET DOCTORS

WorkCover/WorkSafe



Have you decided to go through WorkCover/WorkSafe?

It is your responsibility to be aware of all legal implications when choosing to make a claim through WorkCover/WorkSafe insurers as laws vary between States and Territories across Australia.

Please read the following regarding using our clinic for these claims.

As you may be aware WorkCover is a type of workers compensation insurer. When you suffer work injuries and if you choose reimbursement of any losses and expenses arising from a workplace injury, it is WorkCover who pays your workers compensation benefits.

As such, any medical condition or treatment related to your claim cannot be billed to Medicare.

It is necessary to have separate records for WorkCover/WorkSafe consults and other general medical issues.

To allow our clinic to respond appropriately, the following procedures have been put into place:

To keep your WorkCover/WorkSafe appointment focused on this issue, you will not be able to see your usual doctor for these appointments. We recommend that you choose a different doctor for your WorkCover/WorkSafe related issues. You will still be able to see your usual doctor for other matters. Otherwise, if necessary, you can make an appointment to see your usual doctor immediately before or after your WorkCover/WorkSafe appointment for other matters. **WorkCover/WorkSafe appointments are just for that issue only.**

On the First WorkCover/WorkSafe Claim Visit

In order for us to bill your employer's WorkCover/WorkSafe insurance company, you will need to complete a form to provide us with all necessary information, such as your employer's details, insurance company, claim number and so on. Until all information is provided, all WorkCover/WorkSafe appointments will need to be paid for by the patient as a private consultation (\$150 per visit). This form will be available online on our website under the Patient Info – Other Forms section or can be obtained from the clinic.

A receipt will be given in order for you to be reimbursed by your employer's insurance company. Once we have all the needed information, an invoice will be issued to the WorkCover/WorkSafe insurance company for them to pay for subsequent visits. **However**, if the insurance company fails to pay within 30 days, the amount owing will revert to the patient.

There is much paperwork and time involved with insurance claims of this type and these procedures have been established to help us provide the best care to aid the patient's rehabilitation and swift return to work.