

HOSPITAL STREET DOCTORS

WorkCover/WorkSafe



Accidents in the workplace need to be dealt with differently to other injuries. Apart from the employee, there is also the employer, the employer's insurance company, and a case manager to consider.

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. You will still be able to see your usual doctor for other matters, and, 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.

In order for us to bill your employer or your employer's 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 (\$150 per visit). A receipt will be given in order for you to be reimbursed by your employer/employer's insurance company. Once we have all the needed information, an invoice will be issued to the insurance company for them to pay. If the employer/insurance company fails to pay within 30 days, the amount owing will revert to the patient.

There is much paperwork and time involved with injuries 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.