

GPS²

General Practitioner's Specialist Service
Navigating Treatment Pathways

Information For Claims Agents



GPS² is a Specialist based clinical support service aimed at providing General Practitioners (GPs) and workers prompt guidance and support in the areas of diagnosis, best practice treatment, current work capacity and overall prognosis.

MedHealth And The GPS² Service

Since 1986 MedHealth has developed vast expertise in the provision of specialist examination and opinion services with a large network of contracted medical specialists covering over 30 specialties.

MedHealth has established the **GPS²** service by engaging local, highly reputable and experienced Specialists to support treating GPs and workers to make confident healthcare and treatment planning decisions.

GPS² is a clinical advisory and guidance service only, not a treatment service.

Why Consider A GPS² Opinion

Helping the worker navigate a pathway to a healthier life in a non-adversarial way, will increase the satisfaction of all key parties and make the work injury claims process a much more positive experience for all concerned.

The **GPS²** service proposition is that the GP and worker would value access to prompt expert specialist advice that provides medical information based on the latest research and clinical evidence with regard to a particular health condition.

Whether the specialist opinion confirms the original advice, or provides additional or new information, the

important thing is that the GP and the worker are equipped with the right medical information to help them make the best healthcare choices.

A **GPS²** specialist opinion can be sought at any stage of the injury.

As a Claims Agent you can proactively support "at-risk" workers by helping them to receive high quality care advice, at the right time.

When Should You Consider Discussing A GPS² Type Service With The GP Or Worker?

An initial triage may help identify risk factors which indicate that a referral to this service may be beneficial. Where this is the case then you may want to discuss this option which is available to GPs and workers. With their agreement, you are able to facilitate this referral to **GPS²** on their behalf.

Potential risk factors to consider may include any of the following circumstances:

- > When there may be an unclear or complex diagnosis.
- > To better understand the best treatment options available (including risks and benefits).
- > When the worker is contemplating undergoing major surgery.
- > When the condition is not improving as expected.
- > When it is unclear as to when it would be safe to return to work and in what way.
- > If there are any other medical questions that may help the worker and GP determine the best next steps in life planning and healthcare decision making.

How Does It Work?

A referral is made to **GPS²** by phone, email, fax or letter. The **GPS²** Specialist will review the available clinical records, images and test results (where applicable), examine the patient, liaise with the GP by telephone and then provide the GP a written consultation summary (1-2 pages) confirming their advice and recommendations. The consultation summary will advise diagnosis, treatment recommendations, current work capacity and prognosis. It will also address any other medical questions the GP or worker may have.

In the majority of instances we offer an appointment within 10 business days of the referral. A consultation summary will be provided to the GP within 5 business days of the appointment.

Eligibility

The worker is eligible for this service if their work injury claim is accepted or undetermined. If the worker is with a self insured employer, then we will seek prior approval from that employer for payment.

Who Makes The Referral?

A referral to the service can be made by:

- > The GP and the worker.
- > The worker via the Case Manager (CM). The CM in these cases should also contact the GP to advise of this request by the worker.
- > The Claims Agent, but only in collaboration and agreement with the worker and GP.

Where the referral is received from you, as the Claims Agent, it would be helpful to include an 'information authority' form signed by the worker as confirmation that the worker (and their GP) has given consent to participate in this service.

It would also be helpful to receive a copy of the latest work capacity certificate that has been issued.

Is It Voluntary?

The decision to access, participate or utilise the **GPS²** service is up to the worker and GP and either can withdraw at any time. The decision to participate or not participate does not affect the worker's entitlements.

The Difference

As a medical advisory service, **GPS²** Specialists are not vested in the provision of treatment services, nor are they influenced or involved in a medico-legal process.

This service (where pre-approved) can also provide workers with multiple injuries or complex health problems, the ability to be assessed by more than one Specialist (within the relevant fields of expertise). This can help facilitate an integrated and holistic approach to the provision of best care management for the worker.

To Find Out More

If you want to know more about **GPS²**, make a general enquiry, or wish to make a referral, please contact:

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A copy of the Referral Form can be obtained by calling us on the above telephone numbers.