



General Practitioner's Specialist Service
Navigating Treatment Pathways

Frequently Asked Questions

Treating Doctors (General Practitioners)

What is a GPS² Service?

The GPS² Service has recently been established to help GPs and their patients with a work injury (worker). It is a Specialist based clinical advisory and guidance service aimed at providing GPs and workers with prompt guidance and support in the areas of diagnosis, treatment, current work capacity and prognosis.

The GPS² Service can assist by providing confirmation, additional or fresh advice to enable informed medical decisions to be made regarding the care management of the patient (when needed).

This is not a treating service. This is a specialist opinion service which offers specialist advice and guidance to GPs, with the ultimate care decision making and clinical management of the patient remaining with the GP.

Our website endeavours to provide as much information as possible regarding the service, however we appreciate you may also have other questions we have not covered, so we welcome hearing from you whether by telephone or on-line enquiry. We will respond to your enquiry as soon as possible.

What are the benefits of using the GPS² Service?

Sometimes a GP may just want a second opinion. That is, confirmation they are on the right track or to seek advice on a challenging case. This service helps provide additional information in order to help you and your patient decide the best way forward in their care management.

GPS² is very beneficial to GPs who are:

- > Seeking reassurance they are on 'the right track'.
- > Seeking advice or clarification on a medical condition that has not been improving as expected.
- > Working in a rural/regional setting with limited access to Specialist support.
- > New to treating patients with work-related injuries.
- > Uncertain about the right care plan for particular medical conditions including when best to refer for the appropriate treatment interventions.

GPs also have the opportunity to gain information regarding new diagnostic and treatment protocols they may not be aware of.

When is the GPS² Service relevant?

The service is relevant if you would like prompt Specialist advice and support to determine:

- > A definitive diagnosis.
- > Treatment options and recommendations for the best treatment pathway.
- > When specialist intervention is required.
- > Whether surgery is necessary and appropriate.
- > Why symptoms may not be improving or why recovery is not proceeding as expected.
- > When it is safe for your patient to return to work and in what way.
- > Any other medical questions you may have.

What does the GPS² Service involve?

The Service involves:

- > In depth review of relevant clinical records made available
- > Thorough examination of the patient
- > Telephone liaison with the GP
- > A consultation summary to the GP

It is also possible to seek a multi-specialty team based opinion (more than one specialist within relevant fields of expertise) on cases involving multiple or complex health problems. This can help facilitate an integrated and holistic approach to the provision of best care management for the patient.

What type of Specialists are currently on your GPS² panel?

The type of Specialists on our panel consist of:

- > Physicians (General, Pain and Occupational)
- > Surgeons (Orthopaedic and General)
- > Psychiatrists

As our service evolves and the demand increases for specific specialties, we will be able to add other specialities on this panel.

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I am a country doctor, how does my patient access your service?

If an examination of your patient is required, we do encourage your patient make the trip to the city, where possible. We will do our best to coordinate a suitable time at your patient's convenience depending on the particular Specialist's availability. Travel or transport support can also be arranged via the Insurer/case manager. In time, once the demand is realised we will evolve our service to providing country clinics. The other option, may be telemedicine or tele-psychiatry services and we can look at facilitating this option, if it can be undertaken at your medical centre by video or computer facilities and may involve you helping to undertake the physical examination for the specialist. Telemedicine or telehealth attendance is available to GPs who wish to provide clinical support to their patients, when clinically relevant, during video consultations with specialists or consultant physicians.

How is this Service different from using my own network of treating specialists?

This service is a clinical service. It is an adjunct service to complement the GP in identifying the best care management of the patient. It is another clinical specialist service tool for GPs to access, if needed. Some aspects that are 'unique' about the **GPS²** service include the following:

- > **GPS²** Specialists do not treat the referred cases but support the GP by providing advice and direction in the best holistic care management of the worker.
- > The waiting time for consultation & advice is prompt within 10 business days of referral with telephone liaison and the consultation summary being provided within 5 business days of the appointment, where possible.
- > **GPS²** Specialists are experts in their field of treatment and are experienced to deal with the specific challenges that can be involved in a work injury claim.
- > Their specialist advice is not influenced by the possibility of them performing procedures or providing treatment services, nor are they influenced by a medico-legal process.
- > Using a **GPS²** Specialist may mitigate the requirement for GP report requests, case conferences etc.
- > **GPS²** can arrange access to more than one specialist in different specialty areas to provide an integrated specialist opinion for complex cases in a timely manner.

Can the GPS² Specialist make referrals for Investigations/Tests?

At this stage, in the case of Claims Agents the Specialist is not able to arrange investigation referrals. If your patient is a self-insured employee, we will seek prior approval and advise you of the situation.

There will be a number of situations, where further radiological investigations/tests will not be required. However, in those cases where further investigations are required, the Specialist will provide you this feedback and prepare a consultation summary that may be able to advise of a possible provisional diagnosis, should investigation results confirm certain findings. You can of course, contact the Specialist once you have the investigation results to discuss the findings. The Specialist can also provide you a further consultation summary on review of the investigation results confirming his/her opinion and recommendations.

How can I access the Service?

A referral or appointment can be made by you and your patient. An Insurer/case manager can only make a referral in collaboration and agreement with yourself and your patient. When the referral is received from the case manager on your behalf, it would also include a consent form signed by the worker consenting to the referral. The Insurer/case manager will also contact you to discuss the appropriateness of the referral.

The appointment can be made by telephone calling 1800 477 246 or by way of referral form which can be downloaded from our website www.gps2.com.au. The referral form can be emailed to us on contact@gps2.com.au or fax to 1800 477 245.

When we receive a telephone call, we will take down the same details as outlined on the referral form.

We will advise of the appointment date and time and we will send you and your patient a letter with full appointment details within 2 business days of the booking.

Are all my workers compensation patients eligible for this service?

A worker is eligible if their claim is accepted or undetermined. If their claim is covered by a Self-Insured Employer, then we will seek prior approval from them.

Who pays for the Service?

The service is paid by your Insurer and is at no cost to you or your patient. Where your patient works for a self-insured employer, we will liaise that Self Insured Employer for prior approval of payment for the service.

How quickly will I get a response?

We will do our best to arrange an appointment with the nominated specialist to occur within 10 business days of the referral. If we cannot help with the request, we will advise you promptly.

Once the appointment is made, an appointment letter will be forwarded to you and your patient within 2 business days (and the Insurer when they are the referrer).

On average you will receive the consultation summary within 5 business days of the appointment. Whilst the Specialist will try to contact you as soon as practicable and/or acquire any necessary medical information as quickly as possible, sometimes it is outside our control and it may take a little longer to complete the consultation summary. We are happy to advise you of the consultation summary progress.

Does the Insurer receive a copy of the consultation summary?

No, they do not. The consultation summary is only sent to you, the treating doctor. It is up to you if you wish to provide a copy of the consultation summary to your patient and it is up to your patient in consultation with you if they wish to provide a copy of the consultation summary to their Insurer/case manager, employer or any other party.

How does your online service work?

Presently, our online service enables you to access the referral form and our resource library.

If you wish to access our Specialist Directory, you will need to contact us and we shall email or post you a copy.

Are you intending to build your network of Specialists?

Yes, as our service evolves and demand increases we will be able to add new Specialists as well as new Specialities to our network. We will keep you informed via regular communications and will regularly update on our website.

Can I refer to a **GPS² Specialist for treatment?**

Our service is purely assessment and advisory only. We do not offer or provide treatment services.

It is up to the Specialist in question if they choose to enter into a treating specialist arrangement with you. You would need to discuss this with the Specialist involved in relation to whether he/she agrees to provide treatment support.

Can I charge for my liaison with the **GPS² Specialist?**

Yes. You can charge in accordance with item code WMG24 under the SA Government Gazetted fee schedule 1B for the time taken in your telephone discussion with the **GPS²** Specialist.

We will make every effort to arrange a telephone booking between yourself and the Specialist to take place within 3 business days of the appointment. Should this not be possible, it may be possible to arrange a telephone discussion with the Specialist to occur at your next patient consultation appointment. If you would like to do this, you will need to contact us to see if we can arrange this with the Specialist. If it is possible, you can charge for a long consultation fee to incorporate the telephone call.

If you wish to participate in a telemedicine or telehealth consultation, you may also be able to charge this under item code 02126.

What should I do if I require further information about anything related to the **GPS² service?**

You can contact us by telephone, email, fax or you can complete an online query form:

Telephone	1800 477 246
Facsimile	1800 477 245
Email	contact@gps2.com.au
Website	www.gps2.com.au

Information about our service can also be obtained from ReturnToWorkSA or your Insurer/Claims Agent.

Can I provide feedback about your Service?

Yes, you can provide feedback any time by contacting us by telephone, email, fax or you can complete an online query form.

We will also mail with the consultation summary, a short 5 minute feedback survey of your experience of the service. We would appreciate if you could e-mail, post or fax us the completed survey with your feedback. This will help to determine whether we are providing you a good value service and also inform us on how we can continuously improve our service.