



General Practitioner's Specialist Service  
Navigating Treatment Pathways

# Frequently Asked Questions

## Patients (Worker)

### Who is MedHealth?

MedHealth was established in 1986 and has developed vast experience as the major provider of specialist medical opinions with a large network of medical specialists and clinics across Australia.

### How is GPS<sup>2</sup> going help me?

The GPS<sup>2</sup> Specialist will help you and your treating doctor - General Practitioner (GP), confirm your diagnosis and identify the best treatment options available to help your recovery.

Our service will help connect you to a reputable and experienced Specialist who is right for your injury to determine a definitive diagnosis, what is the best course of treatment for you, when it's safe for you to return to work and in what way, and your overall prognosis. Sometimes, a second opinion from a leading Specialist can provide you assurance that your diagnosis and treatment plan is right for you. The advice given to you and your GP may help you make the best decisions about your care management every step of the way.

We are committed to helping you achieve the best chance of recovery and return to your previous daily activities and quality of life.

### What does GPS<sup>2</sup> do?

GPS<sup>2</sup> is specialist clinical information service established to provide you and your GP opinion and advice about your injuries or medical conditions. This advice and guidance will help you and your GP make the best medical decisions about your recovery, treatment pathway and return to work.

### How do I know if I am eligible for the GPS<sup>2</sup> service?

You are eligible if your claim is accepted or undetermined. If your 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 for by your Insurer and is at no cost to you or your GP. Where necessary, we will liaise with your Insurer for any pre-approval of payment for the service.

### What medical conditions are covered by GPS<sup>2</sup>?

GPS<sup>2</sup> covers virtually all types of work related medical conditions. These include musculoskeletal, orthopaedic, neurological, chronic diseases, pain conditions and mental health conditions. We do not provide medical treatment or emergency services.

### Who is able to make the appointment?

A referral or appointment can be made by your GP, yourself or your Insurer's representative (i.e. the case manager). In the case of the latter, this occurs in collaboration and agreement with your GP and yourself. When the referral is received from the Insurer/case manager on behalf of yourself or your GP, it would also include a consent form signed by you. This consent form informs us that you and GP have consented to the referral.

### How is an appointment made?

The appointment can be made by telephone calling 1800 477 246 or by way of a referral form which can be downloaded from our website [www.gps2.com.au](http://www.gps2.com.au). The referral form can be emailed to us on [contact@gps2.com.au](mailto: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 GP a letter with full appointment details within 2 business days of the booking.

### Who are the Specialists GPS<sup>2</sup> uses?

GPS<sup>2</sup> Specialists are highly regarded local Specialists who are reputable and experienced in their fields.

They are selected by our Consultant Recruitment Services through a comprehensive process and the Specialists are completely supported to ensure they are able to provide high quality best practice medicine services.

### Can I choose the Specialist?

A Specialist Directory will be available to your GP on request. This will give him/her access to the names and profiles of the Specialists available. Your GP can discuss specialist choice with you.

We can also help guide you and talk to you or your GP about the Specialist options available and can suggest which speciality or specialist is most appropriate based on your medical condition.

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### **How will I be notified of the appointment?**

You will receive a telephone call and/or letter confirming your appointment within 2 business days of the booking.

We will also send a copy of the appointment letter to your GP.

The letter will confirm the name of the specialist, address date and time of the appointment and what to bring to the appointment.

### **How long should I expect to wait for an appointment?**

We will do our best to arrange an appointment with the nominated/relevant specialist within 10 business days. If we cannot help with the request, we will promptly advise you of other suitable specialist's options.

### **What information will I receive from GPS?**

We will provide you with an information brochure about the service, our customer service charter (including your rights and responsibilities and our privacy policy). These items will be attached to your appointment letter.

### **How do I change my appointment?**

If you need to change your appointment please contact our clinic as soon as possible. We will do our best to move your appointment to a time more suitable to you, although this may mean a longer waiting time.

Please notify us as soon as you are aware that you are unable to attend as we would like the opportunity to offer the appointment to someone else if you cannot attend.

### **What if I no longer need or want my appointment?**

Please notify us immediately. You can help us to reduce waiting times for other patients by making sure you let us know that you can't attend your appointment.

### **What do I need to do before my appointment?**

Please ensure before your appointment that you:

- > Obtain any test results needed for your appointment.
- > You have any x-rays or scans ready to bring with you
- > Make a list of any medications or dietary supplements you take
- > Write down any questions that you have for the Specialist (it is often helpful to do so before hand)
- > Wear comfortable clothing and shoes.

Please arrive 15 minutes earlier for your appointment, so that there is time for you to complete our patient information form.

Also, please allow yourself enough time to find parking, depending on the location of the Specialist's practice.

### **What do I need to bring to my appointment?**

Please bring to your appointment the following:

- > Some identification such as a driver's licence.
- > The appointment letter you received from us.
- > Any relevant x-rays, scans (CT, MRI or ultrasound), blood tests or other test results
- > List of current medications you are taking (or your prescriptions or medications taken)
- > Any relevant medical reports you have regarding your condition
- > Your most current medical certificates (especially the last one) issued by your treating doctor.

It is important that you carefully read any letters you receive from **GPS** about your appointment and the items you need to bring to your appointment.

### **What do I need to do when I arrive to my appointment?**

You will firstly need to register your arrival at the reception desk. You will be asked to complete a short patient information form, so that the specialist can consider any other relevant medical information that is important to your health management and treatment recommendations. Staff will also check your details and may ask to see some identification.

### **Can I bring anyone with me to the specialist appointment?**

You are welcome to bring a support person to the appointment, however it is up to the Specialist to decide if they can be present during the examination. In most situations, our specialists are comfortable with a support person being present, however it will be appreciated if the support person does not participate in any way in the assessment unless the specialist asks them to.

### **What if I have special needs such as travelling or interpreter requirements?**

Please let us know if you hearing or visually impaired or have any other special needs such as travelling to the appointment or the need for interpreter services. You may need to speak to your Insurer/case manager about any travel or interpreter needs, prior to your appointment so that they can arrange assistance for you. If you need our assistance with this, please let us know.

### **How long will my appointment take?**

On average, your appointment will generally take 45 minutes for a physical examination and consultation and 1 hour if you are attending for a mental health examination and consultation.

The consultation consists of history taking interview, an examination and a review of any tests you have brought along. The specialist will answer any questions you may have. The precise amount of time spent with the specialist will vary depending on your individual circumstances.

### **What should I expect as part of the physical examination?**

As well as a physical assessment of the injured area of your body, a more generalised examination may also be required for assessment of your overall health. The specialist may require you to partially undress for this assessment. All of our medical specialists are experienced professionals who conduct examinations with integrity and discretion, and gowns and screens are available for your use.

Please note, that in some instances the specialist may call on a same gender clinic staff member to be present during any physical examination process.

### **What does the history taking interview involve?**

During the interview, you will be asked questions about your medical issues, including when and how they began and details of their progression. Questions will also be asked about medical tests and treatments you have undertaken in the past. Additionally, you may need to answer questions about your personal, social and recreational life which is important to enable your specialist to fully understand your situation and how your injury could be affecting your life

### **Can I ask questions during my appointment?**

Yes, you may ask questions during the appointment. If there is something you do not understand, you may ask your GP at your next appointment.

### **What if I need a medical certificate of attendance for my employer?**

Please let us know ahead of time or at the very least when you arrive for your appointment if you require a medical certificate/ letter of attendance. Our staff will make sure you are provided with a certificate if you require one.

### **What do I do when my consultation with the Specialist has finished?**

Please return to the reception desk to sign out. We will ask you for a further 5 minutes of your time to complete a quick tick box survey of your experience of the service. This is valuable information for us to collect to ensure our service is of high quality. You do not have to provide your name on the questionnaire and we will treat all feedback confidentially.

### **How many times will I need to attend the specialist clinic?**

Only once for the assessment. You can of course attend again on referral, should a follow-up or re-assessment of your condition be required.

Your GP can seek further telephone advice from the Specialist as required and will need to notify us when this is required so we can make immediate arrangements for a phone appointment.

### **How will GPS<sup>2</sup> work with my treating doctor?**

The **GPS<sup>2</sup>** Specialist will share his/her advice with you during your consultation and will also contact your GP to exchange information and discuss your medical situation. A consultation summary will then be sent to your GP.

The consultation summary will cover diagnosis, treatment recommendations, functional capacities, prognosis and answer any other medical questions requested by your GP.

Your GP can also seek follow-up phone based advice, should anything change.

### **What if I don't wish to follow the advice of the GPS<sup>2</sup> Specialist or change my mind and decide to withdraw from the Service?**

You have full control of whether you wish to follow the advice or not. The advice is aimed at helping you and your GP make informed medical decisions about your care management.

This is a voluntary service available to you and your GP. You are under no obligation to participate in the process and you are free to withdraw your involvement at any time, without impact on your claim entitlements.

### **Will my medical records be kept private and confidential?**

**GPS<sup>2</sup>** is a private and confidential service. Our consultation with you, all telephone calls and written communications from the Specialist is not disclosed to any third party, including your Insurer. It is up to yourself and GP should you wish to provide a copy to anyone else.

### **Will I receive a copy of the consultation summary and if so, when?**

It is best you ask your GP for a copy of the consultation summary at the same time he/she is discussing the consultation summary findings with you. This process is no different to any other specialist you consult.

On average your GP will receive your consultation summary within five business days of your appointment. Whilst we try to contact your GP 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 progress, should you wish to enquire about your consultation summary status.

### **Can I receive treatment by a GPS<sup>2</sup> Specialist?**

No. This service is assessment and opinion only. We provide information and answers. Prescriptions and referrals for treatment are managed by your GP.

### **Do you provide these services for country patients?**

Yes, we do provide these services for country patients. At this stage, you may need to travel to the Specialist's practice in the city. In some instances, we may be able to provide telehealth services where facilities are available. A telehealth based service may be more convenient and may be able to be undertaken at your local medical centre by video or computer. These will usually involve the presence of your GP particular for the purpose of undertaking any physical examination that may be required. In time, we also plan to have sessional visits at a major regional centre for specific specialists.

Please speak to your Insurer/case manager should you have any travelling or transportation needs.

### **Is there any other important information I need to know?**

Yes, you need to know this is not a medico-legal (an independent medical opinion) service. This is a clinically based support service provided for you and your GP. If you choose not to participate in the service, it will not affect your claim entitlements. You can withdraw at anytime.

This is not a medical treating service and therefore does not replace the relationship you have with your GP and any other treating practitioners.

You will be treated with courtesy and respect and the **GPS<sup>2</sup>** Specialist will listen to what you have to say.

The **GPS<sup>2</sup>** service is a type of second opinion medicine service which is funded under the ReturnToWorkSA scheme

We do not allow any taping or recording of the consultation appointment.

### **What should I do if I have concerns about the **GPS<sup>2</sup>** Service?**

If you are not happy with your consultation, please contact us by phone or email with your concerns. We will respond to you within 24 hours of receiving your concern.

### **What should I do if I require further information about anything related to the **GPS<sup>2</sup>** service?**

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

<b>Telephone</b>	1800 477 246
<b>Facsimile</b>	1800 477 245
<b>Email</b>	contact@gps2.com.au
<b>Website</b>	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 form, 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.