

# GPS<sup>2</sup>

General Practitioner's Specialist Service  
Navigating Treatment Pathways

## Information For Registered Employers



**GPS<sup>2</sup>** 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 GPS<sup>2</sup> 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 **GPS<sup>2</sup>** service by engaging highly reputable and experienced Specialists to support treating GPs and workers to make confident healthcare and treatment planning decisions.

**GPS<sup>2</sup>** is a clinical advisory and guidance service only, not a treatment service. The **GPS<sup>2</sup>** Specialist therefore does not replace the relationship the worker has with their GP or any other treating Specialist, and the GP remains the primary care giver.

### Why Should You Know About The GPS<sup>2</sup> Service?

As an employer it is worthwhile knowing there is another option available to your employee to help them make informed healthcare choices. Such decisions can make a big difference in their future quality of life and economic viability. It can also make a big difference to you as their employer as it can mean:

- > Assurance that your employee has the right diagnosis and is getting high quality medical treatment advice.
- > Earlier return to work of your employee giving you a more productive workforce.

- > Greater satisfaction for both you and your employee with the whole claims process.
- > Less risk of employment relationship breakdowns.
- > Greater peace of mind and reassurance that everything that can be done is being done.
- > Reduced work injury claims costs due to less litigation, unnecessary treatments and less time lost from work, which could mean a reduction in the amount of insurance premium you pay.

### Why Should A GPS<sup>2</sup> Opinion Be Considered?

The **GPS<sup>2</sup>** service proposition is that the GP and your worker would value access to prompt expert specialist advice that provides medical information based on the latest medical research and best current clinical evidence regarding their health condition.

Whether the specialist opinion confirms the original advice, or provides additional or new information, the important thing is that the GP and your worker are equipped with enough medical information to help them make the best healthcare treatment decisions and to determine when it is safe to return to work.

A **GPS<sup>2</sup>** specialist opinion can be sought at any stage of the injury.

### When Should A GPS<sup>2</sup> Opinion Be Considered?

**GPS<sup>2</sup>** can help in 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
- > To find out when it is 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 **GPS<sup>2</sup>** by phone, email, fax or letter.

The **GPS<sup>2</sup>** 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 will be able to offer an appointment within 10 business days of the referral. A written consultation summary will be provided to the GP within 5 business days of the appointment.

Where possible, we can also offer a telemedicine service.

### Eligibility

The worker is eligible for this service if their work injury claim is accepted or undetermined.

### Who Makes The Referral?

A referral to the service can be made by the GP and/or the worker. In terms of the worker, they can seek this referral via their GP or their Claims Agent. The Claims Agent can also make a referral but only in collaboration and agreement with the worker and GP.

While a registered Employer cannot make a direct referral, you can make the worker aware of this service and discuss its potential benefits. If they wish to access this service, the worker can then discuss a referral with their GP and/or Claims Agent.

### Is It Voluntary?

The decision to access, participate or utilise the **GPS<sup>2</sup>** service is up to the worker and GP and either can withdraw at any time. This will not affect the worker's entitlements.

### Who Pays For The Service?

The service is at no cost to the worker or GP. The service is covered by the Insurer as a work injury claims cost.

### The Difference

As a medical advisory service, **GPS<sup>2</sup>** 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.

Please Note: This is not a medico-legal service.

### The New Return To Work scheme

The **GPS<sup>2</sup>** service is a type of second opinion medicine service and can be paid for under the Return to Work scheme.

The new Return to Work scheme is about positive collaboration with all parties working together to achieve the best health outcomes for workers. This means prioritising the worker's health and providing best practice medicine.

### To Find Out More

If you would like to find out more about **GPS<sup>2</sup>** services, please contact:

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