

# GPS<sup>2</sup>

General Practitioner's Specialist Service  
Navigating Treatment Pathways

## Information For Self Insurers



**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.

The **GPS<sup>2</sup>** service is confidential, patient centred and outcome focused.

**GPS<sup>2</sup>** is a clinical advisory and guidance service 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 Consider A GPS<sup>2</sup> Opinion

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

The **GPS<sup>2</sup>** service proposition is that the GP and 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 the health condition.

Whether the specialist opinion confirms the original advice, or provides additional or new information, the important thing is that the GP and worker are equipped with enough medical information to help them make the best healthcare choices.

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

As a Self-Insurer you can proactively support “at-risk” workers by helping them receive high quality care advice, at the right time.

### When Should You Consider Discussing A GPS<sup>2</sup> Type Service With The GP Or Worker?

An initial triage will help you identify risk factors and will determine if a referral is needed. If you determine a referral is needed then with the agreed participation of the GP and worker, a referral to **GPS<sup>2</sup>** can be made.

**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 as expected.
- > 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.

## The Benefits

- > Earlier and better recovery and return to work outcomes.
- > Assurance that workers are getting access to high quality care advice and guidance from the start with respect to the right diagnoses and treatment programs.
- > Spending money where it will make the most difference to the worker's recovery and return to work (providing the best possible medical assistance to workers).
- > Reduction of litigation issues and costs.
- > Helping workers return as much as possible to their previous quality of life and future economic viability.

## 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.

The GP may also contact the **GPS<sup>2</sup>** Specialist for a medical file review, for further advice, or refer the worker for reassessment as required.

In the majority of instances we will be able to 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

In line with the ReturnToWorkSA Service Framework for Claims Agents, the GP can make a direct referral to the **GPS<sup>2</sup>** Service. Therefore, when we receive a referral from a GP we will check whether the worker is covered by a self-insurer. Where this is the case, we will contact you to seek prior approval for the service before booking the appointment with the worker.

## Who Makes The Referral?

A referral to the service can be made by the GP and/or worker. The self-insurer can also make a referral but only in collaboration and agreement with the worker and GP.

If the referral is made by you, as the self-insurer, 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 useful to provide us with a copy of the latest work capacity medical certificate you hold.

## 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.

## 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 the worker 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.

## To Find Out More

If you want to know more about **GPS<sup>2</sup>**, 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.**