

# GPS<sup>2</sup>

General Practitioner's Specialist Service  
Navigating Treatment Pathways

## Information For Specialists



**GPS<sup>2</sup>** is a clinical support service aimed at providing treating doctors and workers (the patient) prompt guidance and support in the areas of diagnosis, best practice treatment, current work capacity and overall prognosis.

### The GPS<sup>2</sup> Service

The **GPS<sup>2</sup>** service has been established by MedHealth Group to support treating General Practitioners (GPs) and workers through the provision of quality patient-specific Specialist advice to assist them to make confident healthcare and treatment planning decisions.

The **GPS<sup>2</sup>** service is undertaken by reputable and skilled Specialists. This is an assessment and opinion based service only – it is not a treating service.

**GPS<sup>2</sup>** does not replace the GP's relationship with their patient or any other treating Specialist. It is another option for the GP to access timely Specialist advice and guidance. It is important to note that the treating GP remains the primary care giver, as the **GPS<sup>2</sup>** Specialist's role is to provide an assessment and advisory service only.

### How Does It Work?

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 general prognosis. It will also address any other medical questions the GP may have.

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

In the majority of instances we will endeavour to offer an appointment within 10 business days of the referral. Our aim is also to provide a written consultation summary to the GP within 5 business days of the appointment.

### Support Services For GPS<sup>2</sup> Specialists

MedHealth's role is to coordinate all of the administrative components of the service including the appointment bookings, medical file preparation, file storage, consultation summary transcription, facilitating phone contact between the **GPS<sup>2</sup>** Specialist and GP, ensuring the quick provision of the written consultation summary and undertaking invoicing requirements.

Essentially, MedHealth will take care of all the necessary administrative tasks and arrangements to enable the **GPS<sup>2</sup>** Specialist to deliver the service efficiently and effectively without any additional administrative requirements by them or their staff.

### Eligibility

This service is for workers who have an accepted or undetermined claim work injury under the SA Return to Work scheme. If the worker is employed by a self insured employer we will seek prior approval for the service from them for payment.

## Why Is The **GPS<sup>2</sup>** Service Important?

The service has a number of important benefits to the GP and the worker community, including:

- > Quicker access to a Specialist opinion and advice.
- > Enhancing the GP's ability to provide best practice care, therefore achieving better health outcomes and improving recovery timeframes for their patient.
- > Improvement in the worker's and GP's overall satisfaction with the workers compensation process by supporting them with the provision of prompt clinically focused advisory services.

This service is of particular benefit to treating GP's 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<sup>2</sup>** Specialists

**GPS<sup>2</sup>** Specialists are highly regarded experts in their field of medicine. The Specialists we seek to provide this service:

- > Are clinically trusted and highly regarded.
- > Are available to engage and collaborate with the treating GP on each opinion case.
- > Understand the health benefits of work.

## 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 patients 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 patient.

Please Note: This is not a medico-legal service

## Who Makes The Referral?

A referral to the service can be made by the treating GP and/or the worker. The worker's case manager may also make a referral but only in collaboration and agreement by the treating GP and their patient.

## Is It Voluntary?

The decision to access or utilise the **GPS<sup>2</sup>** service is at the discretion of the GP and their patient and it will not affect the worker's claim entitlements. The service is at no cost to the worker or GP.

## 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 ReturnToWork 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 by providing best practice medicine support.

## To Find Out More

If you would like to understand more about how this service operates and would consider accepting referrals from **GPS<sup>2</sup>**, please contact:

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