

# Frequently Asked Questions for People Referred to a Medical Panel

## MedicalPanels SA



### Why have I been referred to a medical panel?

You have been referred to a medical panel because there is a disagreement or uncertainty about aspects of your medical condition. A medical panel has been asked to provide an opinion about a medical question or questions that have been raised about your work injury by either the Workers Compensation Tribunal, WorkCover SA or your self-insured employer.

### What is Medical Panels SA?

Medical Panels SA is the organisation that manages the medical panels and all referrals to medical panels. Medical Panels SA will organise for a panel of doctors to meet with you and conduct an examination so that the doctors can make a decision about the medical question(s) that have been referred. The decision of the panel is final and binding on all parties.

### Do I have to attend a medical panel examination?

Yes. If you have been referred to a medical panel you must attend an appointment unless there are circumstances that prevent you from doing so. If you cannot attend at the time allocated you must contact Medical Panels SA. If you refuse to attend your right to compensation and weekly payments may be affected.

### Can I bring a support person?

In most circumstances you will be able to attend an appointment with a support person. There may be some circumstances where the medical panel will decline your request to have a support person with you. If you wish to bring a support person please contact the Registry to confirm your attendance and the name of your support person.

### What happens before my examination?

Once your referral is received Medical Panels SA will write to you to advise you of your appointment time and the names of the doctors who will be examining you. In addition all relevant documents about the medical question(s) being asked will be provided to you and the medical panel. The doctors who are on your panel will read the documents provided to prepare for the examination.

### Who are the doctors that will see me?

The doctors that will be on your panel will be selected from a large pool of general practitioners and specialists. The Convenor of medical panels will select the doctors that are most appropriate for your case. There is likely to be between three to five doctors on a panel and those on your panel will be listed in your appointment letter. If you have seen any of the doctors on your panel before please contact the Convenor or Registrar of Medical Panels SA immediately.

The doctors on the panel will also check their records to ensure they have not previously treated you. If you have changed your name(s), please advise the Registry so that the doctors can also check under any former names.

### How long will the examination take?

Most appointments will take between 45 - 60 minutes. Some appointments may take longer and the panel may ask to meet with you again if required.

### Can I bring extra information?

If you have additional information that you believe is important to provide to a medical panel you should provide it in writing before you meet with the panel. If it is not possible to provide it beforehand you may bring it on the day of your appointment. After the examination you may wish to make a written submission. If so, please provide to the Registry as soon as possible after your appointment.



### What will happen at the examination?

Most appointments will be held at Medical Panels SA. When you attend, one of the doctors will come and collect you from the waiting room and take you into a meeting room to meet the other doctors on your panel. The doctors will ask you questions about the history of your injury and examine you to help them make a decision about the medical question(s) that have been asked.

In some circumstances your appointment may not be held at Medical Panels SA. Instead it may be scheduled for a specialist's rooms, for example, where the specialist needs to perform tests such as hearing or visual tests. If this is required you will be informed of the location of your appointment.

### Will the panel talk to my treating doctor(s)?

The medical panel may wish to talk to your treating doctor or review your treating doctor's notes about your case. If the panel wants to do this they will ask for your consent to contact your treating doctor.

### Do the doctors provide treatment advice about my medical condition?

The doctors on the medical panel will not provide treatment advice about your condition. Their job is to learn about the history of your injury and examine you to answer the medical question(s) being asked. If you have questions about your treatment you should speak to your treating doctor(s) or seek another opinion.

### Will I have to have any more tests?

The medical panel will check the tests that have already been done by other doctors that you have seen. If the medical panel needs to arrange for any additional tests they will arrange this with your treating doctor after seeking your consent.

### What will happen after my appointment?

After your appointment the doctors on your medical panel will discuss what they have learned from your examination. They will then make a decision about the medical question(s) that they have been asked and write a certificate of their opinion including reasons for the opinion. The certificate and reasons will be provided to you and the referrer.

### Are interpreter services available if I do not speak English as my first language?

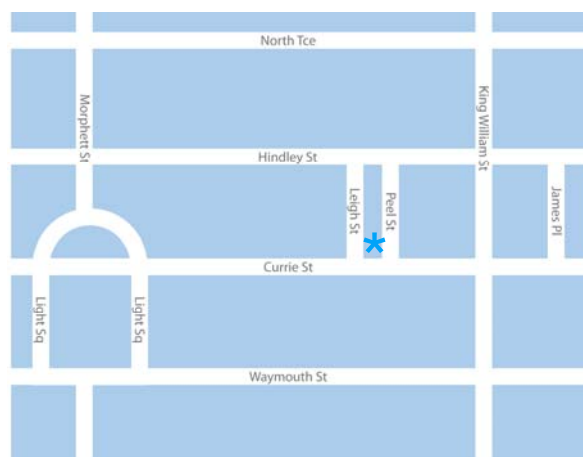
Yes, if an interpreter is required Medical Panels SA will organise this prior to your visit. Please let us know if you require an interpreter and if you require a particular dialect. There is no charge to you for an interpreter.

### What if I have other special requirements?

If you have any other special requirements that you would like Medical Panels SA to know about please contact Reception before your appointment.

### Where is Medical Panels SA located?

Medical Panels SA is located on Level 1, at 44 Currie St Adelaide, SA. The facility is purpose built and has disability access. Medical Panels SA is close to bus stop E1 on Currie St and within walking distance of tram and train services. Please refer to the map for location details.



Address: 1/44 Currie St Adelaide 5000

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