

Information Sheet for Injured Workers attending Physiotherapy



The WorkCover Queensland Act 1996 encourages injured workers to seek early rehabilitation for their injuries.

Some of the advantages are:

- Early Diagnosis of work related injury
- Effective treatment assisting recovery from injury
- Less time off work or improved performance at work

All insurers support early intervention for these very reasons and have worked with the Australian Physiotherapy Association to give you information that helps in your treatment.

Steps to take towards making a WorkCover claim

1. Inform your supervisor as soon as an incident has occurred. Your supervisor should provide you with the information or forms required to make a claim. If you or your supervisor are unsure of what to do, contact WorkCover on 1300 362 128. *Please note that some Queensland companies provide their own workers' compensation insurance, so your claim may be managed within your company rather than through WorkCover Queensland.*
2. Go to your doctor as soon as possible to report the injury and obtain a specific WorkCover medical certificate. Your doctor should provide you with a referral letter for physiotherapy.
3. Keep a copy of all your WorkCover documents.
4. Send the following documents to WorkCover:
 - A completed Application for Compensation claim form
 - A WorkCover Medical Certificate covering any physiotherapy treatment or medical intervention
 - An Employer Declaration form (if you are seeking compensation for time off work).
 - Check with WorkCover as to whether there are any other specific forms which need to be completed

It is important to get your forms in to WorkCover as quickly as possible. You have 28 days from first seeing a GP and your employer has 10 days to notify WorkCover of the injury.

5. Call Teneriffe Physiotherapy on 3252 8866 to arrange an appointment if you haven't already done so. Make sure you advise that you are making a WorkCover claim. If you have an existing claim notify us of the claim number and case manager. **Bring your doctor's referral letter and WorkCover medical certificate with you to your initial consultation.** We will also require details (name and contact phone numbers) of your employer and supervisor.

Here are some questions commonly asked by injured workers attending physiotherapy.

Can I attend physiotherapy before my claim is accepted?

Yes, you can. However, the Insurer is unable to guarantee payment for the service until your claim is accepted.

At this stage the physiotherapist will ask you to pay for the service up front. If your claim is accepted, you will be reimbursed as per the workers' compensation fee schedule. There will be a small gap between this and the physiotherapist's fee. If your claim is not accepted, you will not be reimbursed by WorkCover.

What should I expect from the Physiotherapist?

- A thorough assessment of your injury
- Development of a treatment plan, with your consultation. This should be focused on returning you to your usual job or, if you are still at work, improving function and capacity for your work
- Regular reviews of your agreed goals and amendments as needed

How can I get the most out of the rehabilitation?

Rehabilitation has shared responsibilities. You can do your part by:

- Attending all scheduled appointments. Your physiotherapist plans these carefully to maximise your recovery. As well as affecting your rehabilitation, if you do not attend without advising the Physiotherapist, you may be responsible for the cost of the session
- Adhering to the exercise/rehabilitation program set by your Physiotherapist
- Keeping your employer informed about how treatment is going

How many treatments can I have?

Once they have received a referral from your treating medical practitioner, the physio can provide up to 5 treatments without seeking insurer approval. Should you require more than this, the Physiotherapist will seek Insurer approval, in consultation with your treating doctor. If the claim is not accepted, the injured worker will be responsible for paying for treatment.

Who approves the further Treatment?

The Case Manager / Rehabilitation Counsellor for the Insurer approves further treatment. They will make a decision in consultation with your treating doctor and physiotherapist. Their role is to assist and coordinate all people involved in your recovery (including your Workplace rehabilitation Coordinator) to achieve the best results for you.

How do I get more information?

- For claims and general enquiries phone 1300 362 128
- Contact claims staff directly via specific numbers shown on any correspondence
- WorkCover website www.workcoverqld.com.au