

When your injured employees need medical treatment



*injury*NET

Where the good doctors are

www.injurynet.com.au



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Where the good

What is *injury*NET?

InjuryNET is a Practitioner Network organisation.

We link employers and injured employees with well-informed local practitioners who are familiar with workplace conditions and injury management principles.

InjuryNET helps employers bridge a common gap in workplace injury management programs: access to consistent, high-standard medical input from treating doctors.

How does *injury*NET work?

We make it easy to access the good doctors! When an organisation signs on to access InjuryNET's Practitioner Network, we provide a 1300 number for managers to call and obtain an appointment for an injured employee.

We arrange an appointment with a local InjuryNET doctor, communicate case details to the doctor, then call the manager back with the appointment time, location and doctor name. After the examination, we're available to discuss the outcome, if required.

Why use *injury*NET's Practitioner Network?

Control

Access to the InjuryNET Practitioner Network can:

- enhance managers' competency with practical management of employees' work-related injuries
- promote injured employees' security following a work-related injury, ie: sense of being cared for, in a practical, effective and efficient manner

Both of these psychological benefits link to the more commonly stated benefits of early intervention: reduced lost time, reduced claim costs and reduced premium.

Better access

By virtue of the volume of work InjuryNET directs to network practitioners, InjuryNET possibly has greater leverage with network practitioners than individual organisations. As such, we can generally coordinate access to practitioners more promptly than individual organisations.

Better communication with practitioners

We work continuously to proactively communicate with practitioners and employers to ensure that both parties' expectations are met. By doing so, we are often able to offset misunderstandings or communication breakdowns which commonly plague employer/practitioner relationships.

Consistent systems

InjuryNET systems are consistent for both practitioners and employers. The InjuryNET referral form and post-examination protocols are consistent across InjuryNET's clients. InjuryNET Practitioners become familiar with this documentation and process. When they receive a referral for an 'InjuryNET' case, they know the drill. This means both clients and practitioners can focus on injury management issues rather than administrative issues!

About *injury*NET

We specialise in identifying, training and monitoring practitioners for services required by our clients. InjuryNET directors and staff are experts in areas such as early intervention for workplace injuries, assessment of fitness-for-duty and pre-placement medical assessment.

History

InjuryNET started in Victoria in 1998. Within a year, InjuryNET established national access to the Practitioner Network. We continually focus on expanding coverage and improving access.

Capability

InjuryNET organises, manages and controls the infrastructure and manpower resources to ensure consistent, reliable and cost-effective service delivery. For example, in 2007:

InjuryNET's Practitioner Network treated more than 10,000 work-related injuries.

InjuryNET coordinated and supervised more than 16,000 Pre-Placement Medical Assessments.

InjuryNET coordinated and supervised more than 500 Fitness-for-Duty Assessments.

doctors are

Relationships

After ten years of consistent network and business growth, InjuryNET has demonstrated capability to implement strategic partnerships with practitioners.

Flexibility and Responsiveness

InjuryNET recognises the importance of being able to respond to clients' needs at short notice to assist them in their own organisational goals. InjuryNET has a proven track record in this area. We anticipate that as conditions and policies change we must respond to new initiatives and extraordinary circumstances. InjuryNET is well staffed with multi-skilled personnel and IT systems for managing unpredictable workloads.

People

InjuryNET is committed to fair and reasonable dealings with our clients and their employees. We recognise that many of these individuals are unfamiliar with the services we provide.

We provide a welcoming atmosphere for them, and engage them with appropriate cultural sensitivity, patience and understanding.

Our organisation values and respects people both as staff and clients, and we believe that our commitment to excellence in health care services will lead us to better relationships with our stakeholders. We engage expert medical educators and quality assurance advice to better support this aspect of our service.

Quality

InjuryNET is committed to service quality. Training and feedback on service delivery expectations and standards is continuous for both InjuryNET staff and network practitioners.

Service Standards

InjuryNET has identified 4 key areas of Service Standards for practitioners:

- Medical Practice Standards
- Customer Service Standards
- Professional Service Standards
- Qualification Standards

Acceptance of referrals for InjuryNET projects implies agreement to InjuryNET Service Standards. Practitioners are provided with a full description of InjuryNET Service Standards upon initial training with InjuryNET.

Overview of Services

InjuryNET specialises in systems which promote communication between organisations and primary care medical practitioners. InjuryNET links clients with practitioners who are proactive, communicative and commercially aware. InjuryNET practitioners understand the need for:

- prompt access
- communication between all parties
- detailed knowledge of the needs of the client
- relevant, detail-specific medical information

Service Model

InjuryNET has expertise in the following areas:

- Injury Management
- Pre-placement Medical Assessment
- Fitness for Duty Assessment

The Practitioner Network can be used for either treatment or assessment in the above areas. Depending on customer needs, the network can also be used for specialist programs such as Flu Shot Vaccinations.

InjuryNET provides advice, training and coordination to optimise the benefits of using the Practitioner Network. InjuryNET assists clients to design programs for their needs.

Types of practitioners in the Network

InjuryNET practitioners are mainly general practitioners and physiotherapists, all of whom operate within a primary care setting. Since InjuryNET is focused on providing the earliest possible primary care for injuries and illnesses, we work with GPs to ensure prompt access.

“you need doctors who are willing to communicate and who understand the commercial impact of their medical decisions”



Frequently Asked Questions

Do employees have to attend an InjuryNET practitioner for treatment?

Employees always have the right to choose their own treating practitioners. InjuryNET's experience has been that a majority of employees who choose to attend an InjuryNET practitioner have been pleased with the prompt treatment, communication and reassurance regarding recovery and return to work.

How are practitioners selected?

InjuryNET identifies and selects practitioners on the basis of their communication skills, interest and experience in occupational injury management, ability and willingness to follow program protocols as outlined in InjuryNET training and practitioner Standards.

What are the payment arrangements for practitioners?

The InjuryNET model proposes that the first four doctor and first four physiotherapy treatments will be paid by the employer (or insurer), regardless of whether a claim has been accepted. In most cases, treatment fees become part of claim costs.

For treatment, InjuryNET practitioner fees are based on AMA and or Private Physio rates. In some states these rates are higher than WorkCover fees. In addition to treatment fees, InjuryNET practitioners charge for phone calls, which are a key factor in successful injury management. They also charge for site tours, non-attendance and physio treatment notification forms.

What hours are practitioners available?

Generally, from 8:30am to 5:30pm, Monday to Friday. We understand that many of our clients would like to have 24/7 access to doctors. So would we. However, the practitioners who are good at injury management do not tend to work outside of traditional work hours. Our experience has been that injured workers have difficulty accessing their own treating doctors after hours; and in many cases, we are able to obtain an appointment on the next working day. Hence, for injuries occurring out of hours, clients call InjuryNET's 1300 number and leave a message. We call back after 8:30am the next working day and coordinate an appointment.

For more information on accessing the InjuryNET Practitioner Network for work-related injury treatment, call 1300 307 418.

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