

## Welcome...

In this edition we are pleased to introduce two recently appointed Senior Rehab Consultants located in regions. We also have feature articles on the legislated standards for rehabilitation case notes and changes to the Medicare system in relation to allied health consultations. There is also a short feature on Robyn Brown, Rehabilitation and Return to Work Coordinator at North Rockhampton State High School. As always, we have answered some frequently

asked questions and reviewed some websites which may provide useful information for Rehabilitation and Return to Work Coordinators.

If you have any feedback or articles that you would like to contribute, please contact Clare on telephone 3 235 4030 or at email [Clare.Reardon@qed.qld.gov.au](mailto:Clare.Reardon@qed.qld.gov.au).



## What's New in Organisational Health?

The selection process for the Director, Organisational Health Unit is now complete. We are pleased to announce that Mark Hewison has been permanently appointed to the position, and will continue in the role he has been filling over the past 11 months. Congratulations Mark.

The organisational health team would like to introduce two new Senior Rehabilitation Consultants to the Department. Jessica Glide has commenced at the South Coast Region and is based in the Gold Coast District Office, located at Robina. Jessica comes from an occupational therapy background. More recently, Joanne Hegney has joined the team in the Moreton Region. Joanne's background is in rehabilitation and workplace

health and safety. Jo-anne is based in the Moreton Regional Office at Ipswich. Welcome to both Jessica and Joanne. Contact details for your region's Senior Rehabilitation Consultants can be found at <http://education.qld.gov.au/health/contact-rehab.html>

The Department's graduated return to work plan template has recently been reviewed. The new version more clearly outlines what each person is agreeing to when they sign off on the plan. The graduated return to work plan is available for download from the creating healthier workplaces website at <http://education.qld.gov.au/health/docs/return-work-plan3.doc>.

## Rehabilitation Case Notes

By law, Rehabilitation and Return to Work Coordinators must keep objective and accurate case notes in relation to the cases they are managing. The standards for rehabilitation, contained in Part 6 of the *Workers' Compensation and Rehabilitation Regulation 2003* state that case notes must "contain details of -

- all communications between the worker, the insurer, the worker's employer, the worker's treating registered persons, the rehabilitation and return to work coordinator and any person engaged by the employer to help in the worker's rehabilitation and return to work; and
- actions and decisions; and
- reasons for actions and decisions."

Rehabilitation case notes serve a number of important functions. These include:

- Providing a record of case management actions to assist you in tracking rehabilitation progress.
- Allowing another rehabilitation and return to work coordinator to 'pick up' the case should this be necessary (e.g. in the event of the Rehabilitation and Return to Work Coordinator taking unplanned leave)
- Providing a record for auditing or in the event of industrial/legal action.

All entries should be dated and provide information about the nature of the action and who was involved. This should be followed by an objective summary of that action. The entry should finish with a clear indication of outcomes or required actions (and reasons for these), including who is to do what and by when. The entry should be signed. Following are some examples of case notes.

### DATE CONTACT ACTION/NOTES

2/5/06	Mary Smith	Phone call to Mary to set up return to work plan. Mary stated that her doctor has approved for her to return to work next Monday. Plan: I will contact principal this afternoon to set up a meeting. <i>CBrown</i>
2/5/06	Jim Hill	Phone call to principal, Jim Hill. Not available. Message left requesting that he contact me. <i>CBrown</i>
2/5/06	Jim Hill	Phone call from Jim. Meeting planned for 9am 4/5/06. Jim will advise Mary of time when he speaks to her later today. <i>CBrown</i>
4/5/06	Mary & Jim	Meeting at school to finalise return to work plan. Reviewed completed work capabilities check list to identify appropriate work tasks. Mary said she was quite worried about aggravating her injury if she has to carry her musical instruments from the car park to her classroom at start and end of day. Negotiated with Principal some teacher aide hours to help with setting up and packing up classes. Plan: I will fax suggested return to work plan to Mary's doctor for approval. Copy of plan provided to Jim and Mary. <i>CBrown</i>

Rehabilitation case note forms can be downloaded from the creating healthier workplaces website, <http://education.qld.gov.au/health/docs/case-notes.doc>.

## Frequently Asked Questions

### Should copies of Part A of the Income Protection Benefit Claim form be held on the claims management part of the rehabilitation file?

Yes. Part A of the Q Super Income Protection Benefit Claim form contains useful information about the cause and nature of the injury, and this can be used to guide the development of an appropriate rehabilitation plan.

Part A also contains the employee's authority for the Department to provide information to QSuper and access medical information held by QSuper. Copies of Part A should be filed with copies of Part B, which lists details of sick leave and the employee's rate of pay.

### When should I access reports from QSuper and WorkCover?

If you are aware of any reports held by QSuper or WorkCover, you should seek to obtain copies of these for your rehabilitation file, as soon as you become aware of them. QSuper reports can be obtained based on the authority provided in Part A of the Income Protection Benefit Claim. Reports held by WorkCover should only be accessed with the authority of the employee. The form for obtaining an employee's consent to access medical information is available on the CHW website at <http://education.qld.gov.au/health/docs/medicalauthority.doc>.

Accessing all available information contained in reports held by these agencies assists us to provide the best and most appropriate rehabilitation. As a result, rehabilitation and return to work planning is fully informed for ensuring safe and sustainable return to work for employees.

## Medicare for Allied Health Consultations

Recent changes to Medicare mean that the costs of some services provided by allied health professionals and dentists can be claimed through Medicare. These rebates are only available to people with complex care needs requiring at least 3 different providers, including the GP.

The treating GP must initiate the allied health referral by either negotiating Team Care Arrangements (TCAs) under a GP Management Plan or developing an Enhanced Primary Care (EPC) multidisciplinary care plan. Medicare rebates are limited to a maximum of five services per person per calendar year for allied health services and three services per calendar year for dental services. For example the five allied health consultations may consist of five visits to a physiotherapist or three visits to a physiotherapist and two visits to an occupational therapist.



Eligible services include those provided by Aboriginal health workers, audiologists, chiropodists, chiropractors, dieticians, diabetes educators, exercise physiologists, mental health workers, physiotherapists, occupational therapists, osteopaths, podiatrists, psychologists, speech pathologists, dental practitioners and dental specialists.

Regardless of the cost of the allied health service, the Medicare rebate is \$45.85 per consultation. Unlike Medicare for visits to doctors, there is not a range of rebates depending on service type or duration. Out of pocket expenses incurred for eligible services count towards the Medicare Safety Net. Patients with private health insurance must choose whether to claim a benefit through their private health fund or through Medicare (but not both).

Allied health services funded by other Commonwealth or State programs are not eligible for Medicare rebates. Further information on this topic is available on the Medicare website at [www.medicareaustralia.gov.au](http://www.medicareaustralia.gov.au) or by phoning 132 150.

## WPRC Profile

Robyn Brown is a teacher aide at the North Rockhampton SHS and was trained as a school based Rehabilitation and Return to Work Coordinator in August 2005. Since training, Robyn has handled a number of rehabilitation cases from most employee groups and with a variety of diagnoses.



Robyn has identified a number of supports including the school administration team who provide advice and time to perform her duties, the Rehabilitation Consultants and Claims Management Officer. Knowing they are just a phone call away gives her confidence to perform the role.

Due to the number of cases Robyn has had to manage in the short period since training, she has very quickly become adept at utilising resources such as the Work Capabilities Checklists. Robyn found the training valuable and appreciates the updates received in newsletters i.e. "Rehab Review" and regional "Org Health Blab".

Robyn believes being genuine is the best tool in rehabilitation and applies general communication principles to her interactions with clients such as:

- Always maintaining confidentiality
- Listening to what people are saying
- Empathy (Robyn really wants to do the best by her work colleagues)
- Honesty - even if people don't like what you are saying. People respect honesty and will reward it.

Robyn believes people can tell if you are genuine or not and that this impacts on your relationship. This philosophy has shown Robyn to be an effective Rehabilitation and Return to Work Coordinator, who has gained the confidence and trust from those she works with. This is proven by her success in rehabilitating employees back to the workforce.

## Useful Websites to Visit

You can find a very readable review of changes to legislation impacting on rehabilitation and workplace health and safety at <http://www.cislawyers.com.au/pdf/Workers%20Compensation%20Update%20-%2018%20November%202005.pdf>.

The MIMS website at <http://www.mydr.com.au/>, is an Australian site providing information on health topics, medications and medical news. By becoming a member, which is free, you can also access a range of health management tools.



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