

# Requesting information from medical and allied health practitioners

## Requesting information from Medical and Allied Health Practitioners

Health practitioners play an important role in the workers' compensation process. The information they provide is critical in making effective initial and ongoing liability decisions on claims as well as supporting returning the employee to health and, where possible, work.

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## **Obtaining a medical certificate**

Medical certificates are a key part of the workers' compensation process; they are required to lodge a workers' compensation claim and used to assist with assessing initial liability as well as liability for medical treatment and incapacity payments.

## **Medical imaging reports**

Medical imaging investigations are often requested by health practitioners to confirm a diagnosis or identify new or pre-existing conditions.

## **Labour market assessment**

Comcare may need to investigate the state of the labour market when determining an employee's ability to earn.

## **Request Medical Report**

To assist with the management of a claim and the employee's return to health and work, a claims manager may need to request a medical report and/or clinical records in relation to the claimed condition.

## **Home assessment**

Comcare can arrange home assessments to identify the household services (including childcare) and attendant care services most appropriate for the employee's compensable injury, stage of recovery and household circumstances.

## Vocational assessment

Comcare may arrange a vocational assessment to judge whether an employee has appropriate skills, qualifications or training to undertake suitable employment.