

WorkSafe Victoria's Clinical Hotline telephone query guide



WorkSafe Clinical Hotline: 03 4243 6950

I need some assistance or guidance around filling out Certificates of Capacity.

I feel my patient may be at risk of developing a secondary injury.

My patient's recovery is not progressing and I would like to discuss other treatment or investigation pathways.

I feel my patient may require surgery, but I'd like to brainstorm other alternatives before I refer to a surgeon.

WorkSafe advisory: 1800 136 089

I have a question about WorkSafe's item codes and fees.

My patient does not have an accepted WorkCover claim but I have a query on their behalf.

I'd like to make a complaint, report fraud or find a WorkSafe office.

Contact patient's Case Manager

I'd like to request a review on a WorkSafe decision regarding my patient.

I'm awaiting a decision from WorkSafe Clinical Panel.

I need to request clinical information from my patient's claim file.

I have a query regarding my patient's return to work and I would like to discuss options.