

Worksafe Victoria Clinical Hotline

Frequently Asked Questions

What is the WorkSafe Victoria Clinical Hotline?

The Clinical Hotline is a pilot service aiming to support GPs who treat WorkCover patients.

At WorkSafe, we have a group of clinicians who form our 'Clinical Panel' and we're looking to test better ways of utilising the Clinical Panel's expertise. The objective is to better support GP's who treat WorkCover patients, so that we are working with a prevention led focus and ultimately, can have more positive impacts on our Injured Worker outcomes.

Question: How does The Clinical Hotline change the way I currently treat my WorkCover patients?

Answer: The only change is that now you have the option to directly access WorkSafe Victoria's Clinical Panel by calling The Clinical Hotline number (03 4243 6950). This could be for a number of reasons; including peer to peer discussions on treatment pathways, or to brainstorm a particular injury and evidence-based treatment (see resource query guide).

The Clinical Hotline is available Monday to Thursday from 9am to 5pm but if you leave a message your call will be returned.

Question: What is the WorkSafe Victoria Clinical Panel?

Answer: The Worksafe Victoria Clinical Panel is made up of over 80 clinicians across a range of medical and allied health specialities.

Clinical Panel members provide advice to Worksafe Victoria and Agents on an individual claim level and contribute to the broader development and implementation of Worksafe Victoria's policies and initiatives to improve health service provision. They support health providers in applying the principles of the [Clinical Framework for the Delivery of Health Services](#) when treating injured workers and review outlier provider performance to manage health risks and quality safeguards.

Question: Does my patient need to be in the room with me while I am accessing The Clinical Hotline?

Answer: No, you may choose to contact The Clinical Hotline before, after or during your consultation with your patient. This may depend on the matter you wish to discuss.

Question: Can another member of my practice call on my behalf?

Answer: Not at the moment. During the first phase of The Clinical Hotline pilot access to The Clinical Hotline is limited to General Practitioners only.

This may change, based on feedback and the results of the pilot's first phase.



Question: Will this conversation be recorded or accessible by my patient or others?

Answer: If you identify your patient, and they already have a claim number the details of the call will be recorded in WorkSafe Victoria's records management system. This system can be accessed by the Agent Case Manager.

If you choose to not identify your patient, a record of the conversation will be documented and stored in a secured WSV file drive, for pilot evaluation purposes.

Injured Workers are able to request any information about them under the Workplace Injury Rehabilitation and Compensation Act 2013 (Vic) or Freedom of Information Act (Vic).

The conversation will not be taped.

Being a Victorian government agency, requests can be made to access the information WorkSafe holds. Provision of this information is in accordance with WorkSafe's statutory obligations. For more information about this please contact info@worksafe.vic.gov.au.

Question: What will happen if I call The Clinical Hotline outside of its operation hours?

Answer: Your call will go to voicemail. If you leave a voicemail, a Hotline Clinician will call you back within 1 business day.

Question: Who will be taking my call?

Answer: For the first phase of this pilot, The Clinical Hotline will be staffed by General Practitioners and Sports Physicians who are members of the WorkSafe Victoria's Clinical Panel.

More Hotline Clinician disciplines will be available in future, depending on demand and feedback.

Question: How does the Hotline differ to Advisory (1300 136 089)?

Answer: The WSV Advisory line is accessible to all THPs, Injured Workers, employers and Agents. The WSV Advisory line is manned by administrative personnel and is reserved for general, non-medical/clinical queries.

The Clinical Hotline will be reserved for 10–15 minute **clinical** conversations from Agent Case Managers and Treating Health Practitioners only. The Clinical Hotline is for clinical queries and staffed by clinicians only. The Advisory line will still continue as a point of access for claim or administrative information for all stakeholders.

Question: Will the Hotline Clinician have access to the patient's WSV file?

Answer: The Hotline Clinician will have access to all information saved on your patient's file, but will not be able to divulge any information. The Agent should be contacted for any file related matters.

Question: What will happen if the Hotline Clinician cannot answer my query?

Answer: If the caller's query is out of the clinician's scope, the query will be noted and followed up and a return phone call will be made to the caller.

Question: Can the hotline clinician make decisions about the Injured Worker's WorkCover claim?

Answer: No.

Question: Who do I contact to ask questions or give feedback about the hotline?

Answer: You can contact the Transformation Enablement Team at WorkSafe Victoria on:

- Melinda Rice, Manager Melinda_rice@worksafe.vic.gov.au 03 4243 8310
- Maryanne Allan, Project Coordinator Maryanne_allan@worksafe.vic.gov.au 03 4243 9079
- Sarah Gregorio, Project Officer Sarah_gregorio@worksafe.vic.gov.au 03 4243 9312