

Telehealth for Pure Mental Harm Injury Scale Value Medical Assessments

During the COVID-19 pandemic, video-conferencing for pure mental harm GEPIC assessments can be used where it is safe and clinically appropriate to do so.

What is a telehealth ISV medical assessment?

The ISV medical assessment provides information about you and determines an item number for your injury (or injuries). This is used by your insurer to assist in assessing the type/s and amount of compensation you are eligible for.

A telehealth ISV medical assessment is just like a regular ISV medical assessment but can be performed at your home or any appropriate location via a secure video-conferencing service. This service is arranged by the assessing psychiatrist (known as an Accredited Medical Practitioner, or AMP) or their rooms.

Who decides if telehealth is appropriate for me?

An ISV medical assessment will only occur via telehealth if you agree and give your consent by signing the attached consent form.

In addition, the AMP is required to decide the suitability of performing the assessment via telehealth and must also consider the opinion of a health professional involved in your treatment.

The AMP may also contact the CTP Insurer managing your claim or your lawyer if you are legally represented to help decide the suitability of a telehealth assessment for you. Some medical conditions and situations are not suitable for telehealth assessments and require a face to face assessment.

For more information, refer to the MAIAS Protocol for Pure Mental Harm ISV Medical Assessments via telehealth, speak with your treating health practitioner or contact your CTP Insurer or your lawyer if you have one.

How do I prepare for my telehealth assessment?

You will be provided with detailed instructions from the AMP on how to use the video-conferencing service and what to do if there are technical difficulties.

You should contact your CTP Insurer or your lawyer if any arrangements are not clear.

The AMP or their rooms must contact you to test the telehealth technology at least one business day before an assessment. Your friends or family may help you with this test.

On the day of the assessment, allow a reasonable period of time before the scheduled appointment to set up and be prepared.

What do I need to participate in this service?

At a minimum you will need:

- A computer, tablet or smart device with a camera and microphone
- Access to a quiet room and privacy
- A reliable internet connection
- Photographic identification (driver's licence, passport etc.)
- A signed consent form sent to the person who arranged your assessment.

For more information on what you will need, refer to the MAIAS Protocol or speak with your CTP Insurer.

What if I decide I don't like the telehealth experience?

Your AMP will help to make your assessment go as smoothly as possible. If you are uncomfortable, you can stop the assessment at any time. If this happens, the assessment will be postponed until a face to face assessment can be arranged.

Can I have a support person during the telehealth assessment?

It is the responsibility of the AMP to ensure your health, safety and welfare is maintained throughout the assessment.

You must provide contact details of a support person in your consent form. The consent form with the contact details will be provided to the AMP prior to the assessment in the event the AMP decides that you need support after the assessment.

You may also be allowed a support person to attend during the assessment. Discuss this with the AMP ahead of your assessment. Your AMP will decide if it is appropriate for a support person to be present throughout the assessment.

Can I use an interpreter?

Use of an interpreter is possible via video-conferencing but in some cases can be difficult. The AMP will decide whether it is better for the assessment to take place via video-conferencing or face to face.

What about confidentiality?

Telehealth assessments must adhere to the same privacy and confidentiality laws as regular assessments. Assessments must not be recorded by any participant. It is the responsibility of the AMP to provide telehealth services with appropriate security.

Where can I get further information?

You can find out more about telehealth ISV medical assessments and reports in Regulator Rule 9.5 on the CTP Regulator website (www.ctp.sa.gov.au), in the MAIAS Protocol for Pure Mental Harm ISV Medical Assessments via Telehealth (www.maias.sa.gov.au/resources/publications) or by asking your insurer.

The 'Consent Form – Consent for Telehealth ISV Medical Assessment' should be provided to you but is also available at www.maias.sa.gov.au/resources/publications

You may receive follow up contact from the MAIAS Administrator to evaluate your experience using telehealth for your ISV medical assessment.