



# Your Assessment Guide



## **Independent Medical Assessments at eReports**

An independent medical examination can be arranged by your case manager, employer or legal advisor. The examination will take place at one of eReports' clinics, in a consultant's own consulting rooms, or online via our NEXUS telehealth platform.

### **What is an Independent Medical Examination?**

An independent medical examination provides your referring organisation with an independent opinion regarding your injury or medical condition and treatment to assist with decisions about your rehabilitation, return to work and entitlements to compensation.

The examination is conducted by an approved independent medical examiner with qualifications and expertise relevant to your medical condition.

### **Who refers you and why?**

You can be referred for an independent medical examination by your case manager, employer or legal advisor to determine the outcome of your claim or assist in the management and treatment of your injury or medical condition.

### **What am I required to do?**

You are required to attend necessary independent medical examinations at the request of your case manager, employer or legal advisor.

Once your examination has been booked, you will receive information about your appointment and what you are required to do to prepare for your assessment.



## Frequently Asked Questions

### Why do I need an assessment?

The organisation handling your matter has engaged eReports to provide an independent examination and medical report on the status and treatment of your injury or medical condition.

The medical consultant will produce a report based on your examination and the information provided. The report may be used to determine your claim or assist in the management and treatment of your injury or medical condition.

### What do I need to bring?

To ensure the best outcome for your consultation, please bring the following items with you:

- Photo ID to confirm your identity
- Treating doctor and specialist reports
- X-ray, MRI or CT scans and reports (not required for psychiatric appointments)
- A list of medications you take



### Can I choose where and when my assessment is?

The date, time and location of your assessment is selected by your referring organisation. If you have a preference, please communicate this to your case manager, employer or legal advisor who referred you to us.

If MyChoice is available through your referrer, you will have the option to select a time and date that is suitable to you.

## Can I reschedule my assessment?

eReports cannot take cancellations or reschedule your appointment directly with you. We recommend contacting your case manager, employer or legal advisor. Your representative can then contact eReports and cancel or reschedule your appointment.

## Can I choose my assessor?

The independent medical examiner conducting your assessment is selected by your referring organisation.

If you have any queries or concerns regarding your assessor, please contact your case manager, employer or legal advisor who referred you to us.



## How long will the assessment take?

A typical assessment is expected to take between 45 to 60 minutes and consists of an interview and where required, a physical examination. Complex matters can take longer than a typical consultation.

## Can I bring someone with me?

The admission of support people is available at the discretion of the independent medical consultant. If the consultant denies your request to allow a support person, you may request a chaperone to sit in on the consultation.

In some instances, when the consultant agrees to the support person attending the consultation, they may be asked to leave the consultation temporarily to discuss matters of a personal nature.

This is particularly common in psychiatric consultations to ensure that you feel comfortable answering the consultant's questions freely without any influence from your support person.



## **What happens during the assessment?**

The medical consultant will conduct an interview and ask you questions that are specifically related to your current injury or medical condition, as well as questions about your general medical history and your social, personal and recreational life.

This information will assist the consultant in understanding your situation and how your injury or medical condition could be affecting your life. Where a physical examination is required, the medical consultant may ask you to partially undress.

It is eReports' policy to ensure that you are made as comfortable as possible during the physical examination, therefore clinical gowns are provided. You may request a chaperone if you are uncomfortable with a one-on-one physical examination.

The physical examination may not necessarily be restricted to the area of injury on your body, as there are circumstances where associated regions of your body may also have been affected. As such, a further general examination may also be required. Should you feel discomfort for any reason, please share your concerns with the medical consultant undertaking your assessment.

## **What is NEXUS video assessment?**

eReports' NEXUS is a secure video assessment platform that provides easy access to independent medical assessments regardless of geographic location.

NEXUS improves access for individuals located in regional, rural and remote areas, enabling them to connect with one of eReports' highly accredited experts located anywhere across Australia via secure video consultation.

NEXUS video assessments are designed to closely reflect an in-person examination. Our dedicated NEXUS Team conduct a Test Call prior to the assessment and are available to assist with any technical issues that may arise during the appointment.

## **Can I obtain a copy of my report?**

The report is only made available to the referring organisation. If you would like to access the report, we recommend you seek advice from your referring organisation.



## Information and Support

We're here to guide you through the assessment process.

If you have any questions regarding your assessment at eReports, our team is available to assist you at **1300 130 963** or via email at **admin@ereports.com.au** from Monday to Friday 8:00 AM to 6:00 PM.

For further information, please visit **www.ereports.com.au**.

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