

## Case conferencing

### Information for workers

#### What is a case conference?

A case conference is a discussion between your treating doctor and your customer advisor. It can be either face to face or over the phone.

The purpose of the case conference is to talk about your treatment, rehabilitation, and how we can get you back to work as soon as possible.

#### Who will be at the case conference?

Usually, you, your doctor and your customer advisor will attend the case conference.

Your employer, their representative, and allied health providers may also attend a case conference.

If you have any questions about who will be attending your case conference, you can discuss these with your customer advisor before the case conference.

#### What will happen?

Your customer advisor will complete a case conference form and have a list of topics or questions about your treatment to be discussed by the people at the case conference.

At the case conference, your doctor will answer relevant questions and other aspects of your treatment, and rehabilitation will be discussed with some or all of the people involved.

The customer advisor will take notes of what is discussed. They may ask you or the other people to clarify or repeat what they have said to ensure they have the correct information.

Your doctor will be asked to check what was written down and to sign that it is correct.

You may also be asked to sign a part of the form to indicate that you agree with what was decided or discussed. If you do not agree with what has been written, you should discuss it to make sure you are happy with the notes of the meeting before you sign.

#### How long will it take?

It is hard to predict how long a case conference will take, but the usual length of a case conference is less than 30 minutes.

It is important that you arrive on time for your appointment as the doctor will have reserved an appointment for you.

#### Can I see the case conference form?

In most cases, you will be able to get any information on your claim file, including case conferencing forms. You can talk to your customer advisor for more information.

#### What if I am unhappy with the case conference?

If you are unhappy with the case conference or the completed form, please discuss it with your customer advisor.

#### For more information

If you would like more information on case conferences, or you have any questions or concerns, contact your customer advisor directly, or call us on 1300 362 128. Further information is also available on our web site at [www.workcoverqld.com.au](http://www.workcoverqld.com.au).