

Medical Support Panel fact sheet for workers

What is the Medical Support Panel?

The Medical Support Panel (MSP) is a team of specialist Occupational and Environmental Physicians and Psychiatrists with the expertise to review case files and make medical strategy recommendations to assist in assessing treatment requests and making timely decisions to support recovery and return to work.

Why is my claim being sent to the MSP?

Your claim may be referred to the MSP when a Case Manager/Injury Management Specialist requires medical advice on your injury, treatment or whether a medical strategy is required in managing your claim. Your claim will be reviewed by an MSP Specialist who will then provide a recommendation to your Case Manager/Injury Management Specialist.

What information is sent to the MSP?

Only medical information relevant to your work-related injury/illness will be provided to the MSP Specialist. The documents could include your imaging reports, treating doctor and/or specialist reports and hospital notes.

Do I need to attend an appointment with the MSP Specialist?

No, only medical information related to your claim will be reviewed and you will not need to attend an appointment.

How will the MSP review help my claim?

An MSP Specialist provides recommendations to your Case Manager/Injury Management Specialist that can improve the decision-making process, speeding up your treatment and recovery process.

Does the MSP Specialist talk to my treating doctors?

Yes, the MSP Specialist may contact your treating doctor/s or treating provider/s if they need any further information to assist with gaining a thorough understanding of your work-related injury or illness and treatment to date to assist with your recovery. Consent to exchange information between your treatment providers and the insurer is provided by you at the time of lodging your Certificate of Capacity. The Case Manager/Injury Management Specialist will notify you in advance of the referral to the MSP, to advise of the purpose of the referral, what information may be disclosed, your rights to access any information obtained and any consequences for not providing information.

How can the MSP Specialist provide a medical recommendation when they haven't examined me?

An MSP Specialist reviews all the available medical information to provide recommendations that aim to speed up your treatments and the recovery process.

In the event where an MSP Specialist is unable to fully assess a claim based on the available information, your claim may follow the normal referral pathway, where you are referred for an independent medical assessment.

Will I be informed by my Case Manager of the MSP recommendations?

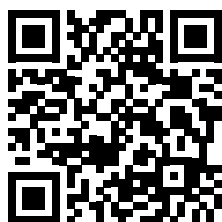
Yes, your Case Manager will summarise the outcome of the MSP review and the recommendations made by the MSP Specialist for you. They will also provide you with an understanding of the next steps in progressing your claim and recovery.

Can my claim be sent to the MSP more than once?

Yes, your claim can be re-referred to the MSP at any time in the claim's lifecycle as your treatment progresses, or if new treatments are requested.



For further information regarding the MSP processes, please visit our website where you will find a helpful FAQ:



The MSP process and FAQs from the icare website
<https://www.icare.nsw.gov.au/msp>



An innovative approach to treatment for injured workers
<https://www.youtube.com/watch?v=KcjmbIcsQ5Y>