



Date: 20 March 2020

Email: contact@sira.nsw.gov.au

Ms Kate Simkovic
Australasian College of Sports Physicians
Suite 2, Mezzanine Level, 257 Collins Street
MELBOURNE, VIC, 3000
Email: nationaloffice@acsep.org.au

Dear Ms Simkovic,

**State Insurance Regulatory Authority (SIRA) – Coronavirus (COVID-19)
- expansion of telehealth services**

In response to the Coronavirus (COVID-19) pandemic and the potential impact on a person's ability to access, and providers' ability to deliver face to face treatment services, SIRA has updated and re-gazetted the *Workers Compensation (Medical Practitioner Fees) Order 2020* to expand telehealth services.

SIRA would like to highlight the following change to the Medical Practitioner Fees Order;

- Telehealth services now include the delivery of consultations via **telephone** in addition to the already occurring video consultations. Consultations would be inclusive of any electronic communication to support the delivery of the treatment service.

Medical practitioners should be aware of the following;

- Telehealth services require pre-approval from the insurer and must be consented to by all parties – the worker, medical practitioner and insurer
- Medical practitioners must consider the appropriateness of this mode of service delivery for each worker on a case-by-case basis
- When invoicing for services provided via telehealth, the medical practitioner utilises the same item numbers and applies the same fees as they would if the service had been delivered face to face
- Practitioners are responsible for delivering telehealth services in accordance with the principles of professional conduct and the relevant professional and practice guidelines to ensure that all care is taken to ensure the safety, appropriateness and effectiveness of the service.

The *Workers Compensation (Medical Practitioner Fees) Order 2020 No.2* has been re-gazetted today and is applicable for services provided on and after 20 March 2020.

The updated Fees Order will be available on the SIRA website from 20 March 2020 via the [SIRA list of publications](#) webpage.

Your assistance in communicating this information to your members and on your website, as has occurred previously, would be greatly appreciated. This helps ensure medical practitioners have ready access to this information and are implementing telehealth services as appropriate from 20 March 2020.

If you have any enquiries about the medical fees, please email contact@sira.nsw.gov.au or call SIRA Customer Experience on 13 10 50.

Yours sincerely,

A handwritten signature in cursive script that reads "Petrina Casey".

Dr Petrina Casey

Director, Health Policy, Prevention and Supervision
State Insurance Regulatory Authority