

What to expect at a Medical Assessment

Service medical appointment

Your medical dispute is now ready for assessment at the Medical Assessment Service (MAS).

This information sheet will help you understand the MAS medical appointment process.

What is a medical appointment?

A MAS medical appointment is a medical examination of you by an independent Medical Assessor to resolve any medical disputes between you and the insurer in relation to your motor accident claim.

The Medical Assessor is a medical practitioner or other suitably qualified person, appointed on the basis of their expertise, independence and credibility within their area of speciality.

Why do I need to attend a medical appointment?

You need to attend the MAS medical appointments arranged for you by MAS so that your medical disputes can be resolved quickly and the insurer can resolve your motor accident claim.

What happens before the medical appointment?

The Medical Assessor is provided with a copy of all the documentation and information provided by you (or your lawyer, if you have one) and the insurer. The Medical Assessor will review the documentation and information before the MAS medical appointment.

Where is the medical appointment held?

MAS medical appointments are generally held in the Medical Assessor's rooms. You will be sent a letter from MAS informing you of the Medical Assessor's name as well as the location, date and time of your MAS medical appointment.

What if I can't attend the medical appointment?

If you can't attend the MAS medical appointment you must contact MAS as soon as possible to avoid any late cancellation fees.

If you contact MAS more than 72 hours before the MAS medical appointment and have a reasonable excuse, the appointment will be rescheduled for another time. Before the appointment is rescheduled you may be required to provide a written explanation as to why you were unable to attend the appointment.

If you fail to attend the MAS medical appointment or make a late cancellation with less than 72 hours notice, you may be required to pay a cancellation fee. For more information about cancellation fees please refer to the information sheet *Fees charged for failure to attend medical appointments and late cancellation* available on the SIRA website, www.sira.nsw.gov.au.

When should I arrive for the medical appointment?

You should arrive at least 15 minutes before the MAS medical appointment time. Make sure you know where the address is and allow extra time for parking or public transport. Take your appointment letter with you in case you need to call MAS for assistance.

You should not have any contact with the Medical Assessor before or after the appointment, either in person or by telephone.

If you believe you know the Medical Assessor personally or have ever been treated or examined by him or her please notify the Medical Assessor, who will let MAS know immediately.

What if I need an interpreter?

MAS will organise and pay for an approved interpreter to attend your MAS medical appointment. MAS will notify you and the Medical Assessor once the interpreter has been organised. You cannot use a member of your family or friend as your interpreter.

If you need an interpreter for your MAS medical appointment and MAS has not organised one, please contact us as soon as possible so we can organise one.

What should I take with me to the medical appointment?

You should bring all radiological scans and reports (including all x-rays, CT and MRI scans) to the MAS medical appointment if you have them. If you are on medication, you may wish to bring a list of your medications.

You cannot bring any other additional documents or information with you to the MAS medical appointment.

How long does the medical appointment last?

A MAS medical appointment which involves the assessment of physical injuries will usually take one hour. If the MAS medical appointment is for the assessment of psychiatric injuries it may take about one and half hours. If the MAS medical appointment is going to be longer than two hours MAS will tell you when your appointment time is confirmed.

Please note, if you require an interpreter to attend the MAS medical appointment it may take longer.

Who will be at the medical appointment?

The Medical Assessor will be there to conduct the medical examination. If you requested an interpreter they will also be in the room with you.

You may take a support person or carer with you to the MAS medical appointment, however the Medical Assessor will decide whether that person can be present during the examination. If the Medical Assessor allows your support person to be present, they must not answer questions or respond for you unless the Medical Assessor asks them to, or unless you are legally incapable or under 18 years old.

What will happen during the medical appointment?

The Medical Assessor will explain their role and the medical examination process to you. The Medical Assessor will treat you with dignity and respect at all times.

If you are having physical injuries assessed, the Medical Assessor will need to physically examine you. Depending on your injuries you may be asked to remove or loosen clothing to allow the examination to be done. There may be occasions when the Medical Assessor may ask to take a photograph, for example if you have any scarring.

If you are having a psychiatric assessment, the Medical Assessor will discuss your injury and its effects. It is unlikely that they will need to physically examine you.

You should be honest and straight-forward in your answers to the Medical Assessor's questions. You may need to confirm with the Medical Assessor details about your accident and your progress and treatment. The Medical Assessor may also ask about any other accidents or medical conditions.

The Medical Assessor cannot treat you or provide you with advice about your injury, treatment, any other matter, or discuss their decision.

What happens after the medical appointment?

The Medical Assessor will consider all the available documentation and information and provide you (or your lawyer, if you have one) with a certificate setting out the examination findings, the decisions and the supporting reasons.

In most cases MAS will send the certificate within four weeks after the MAS medical appointment.

What does it cost?

There are no fees for attending a MAS medical appointment. The insurer must pay reasonable expenses for you to attend any MAS medical appointment.

If you fail to attend a MAS medical appointment or make a late cancellation with less than 72 hours notice, you may be required to pay a cancellation fee. For more information about cancellation fees please refer to the information sheet *Fees charged for failure to attend medical appointments and late cancellation* available on the SIRA website, www.sira.nsw.gov.au.

Where can I go to for assistance?

If you have a lawyer you should ask them about the dispute resolution process and request they keep you informed about the progress of your application. Alternatively, SIRA's Claims Advisory Service (CAS) can provide you with general assistance, however they are unable to provide legal advice. For assistance:

- Ring the CAS on **1300 656 919**
- Visit the CAS at Level 25, 580 George Street, Sydney (call **1300 656 919** to make an appointment)
- Email the CAS at motor@sira.nsw.gov.au
- Visit the SIRA website www.sira.nsw.gov.au.

If you feel you need a lawyer to represent you, make sure they have expertise handling motor accident claims. The Law Society of NSW can provide you with a list of personal injury accredited specialists in your area through their Community Referral Service; call **(02) 9926 0300** or **1800 422 713** (if you live outside Sydney).

Your feedback is important to us

Whether you have a compliment or suggestion, your feedback is the key to improving our service.

To contact us

Medical Assessment Service
Level 19, 1 Oxford Street
Darlinghurst NSW 2010

DX 10 Sydney

Phone: **1300 137 131**

E-mail: motor@sira.nsw.gov.au

Website: www.sira.nsw.gov.au

We are open from 8.30 am to 5 pm Monday to Friday (except public holidays).