



Independent Medical Examination/Review

Important Information

Appointment Ready Checklist

- Review the **appointment details** to confirm location, date, and time.
- Wear appropriate **clothing & footwear**. (e.g. if you are having a knee assessed, to wear shorts or bring shorts to change into).
- Allow enough **time for travel** and parking.
- Arrive **15 minutes early** to appointment.
- Is an **interpreter** needed? (If so, please let Allianz know ASAP so this can be arranged ahead of time).
- Is a **support person/ chaperone** needed? (If so, please let Allianz know ASAP so the examiner's rooms can be notified).

Support person/ chaperone

A *support person* is a person that you feel would provide the necessary support to you during your appointment. A support person is allowed to attend the appointment with you, however, is not permitted to answer any of the examiner's questions. The support person must not interfere with or obstruct the assessment in any way.

A *chaperone* is also available upon request to be present during any physical examination should you not have a support person available and wish to have a chaperone present. This will typically be a nurse or other medical member of staff from the examiner's rooms.

Claiming travel expenses

A travel reimbursement form may be submitted for Kilometres travelled following your attendance of the appointment.

Reimbursement for taxi fares may be allowed if agreed to by Allianz prior to the appointment.

Please contact your Case Manager to request a travel reimbursement form.

What is an IME/IMR?

An independent medical examination (IME) or independent medical review (IMR) is a medical assessment conducted by an independent medical examiner for the purpose of providing an independent opinion. These appointments are arranged and funded by Allianz.

An independent medical examiner does not provide or offer medical treatment to you. Your treatment will continue to be undertaken by your chosen doctors, specialists, providers etc.

An IME/IMR may include one or more assessments of you and/or a review of any diagnostic test results or other records. All relevant medical records will be sent to the examiner ahead of the appointment. You are welcome to bring medical records and history with you to the appointment that may assist with the examination.

The IME/IMR examiner will hold both appropriate qualifications and experience in the area specific to your workplace injury.

Note: An IME and IMR refer to the same type of medical assessment, with the different terminology being used in different states.

When is an IME/IMR arranged?

There are a number of reasons why an IME/IMR may be arranged, including but not limited to:

- seeking confirmation of diagnosis of an injury as reported,
- determining whether your injury or illness arose out of or in the course of your employment,
- determining whether your employment is the major or most significant contributing factor to your condition,
- treatment recommendations. e.g. surgery,
- whether the treatment recommended is reasonably necessary,
- determining your capacity or incapacity for work,
- determining the likelihood of and timeframe for recovery,
- any restrictions regarding physical capabilities and any activities,
- advice on capacity for pre-injury duties and hours,
- assessing any permanent impairment.

Allianz may arrange for a subsequent IME/IMR appointment to take place. All subsequent IME/IMR appointments are to be arranged at reasonable frequencies throughout your claim and may occur within 6 months of the initial IME/IMR appointment.

A subsequent IME/IMR examination may be conducted in the following situations:



- where there is more than one type of injury sustained or a secondary injury requiring an opinion with a different speciality examiner,
- a claim for permanent impairment is made,
- where treatment such as surgery or other invasive procedures have been requested,
- there has been a significant change to the injury and or capacity to work,
- the previous IME/IMR was unable to be completed.

WA claims only: There are no limitations on the number of IME appointments being arranged. IME appointments are to be at least 2 weeks apart.

Any subsequent assessment should be with the same examiner unless:

- the speciality required to assess the injury has changed,
- you or the examiner have moved to a location that is no longer convenient to travel; or
- both parties agree that a different examiner is required, or
- the examiner has ceased practice (permanently or temporarily).

What does the IME/IMR involve?

The independent medical examiner will assess you to provide qualified medical advice regarding the injury and/or treatment. The assessment will include discussion topics such as:

- your medical and work history,
- what caused the injury or condition,
- what impacts the injury has on you,
- treatment received and proposed,
- action taken in your recovery so far.

For physical injuries or conditions, the assessment may include a physical examination.

For psychological injuries or conditions, the independent medical examiner may conduct psychological testing.

The independent medical examiner will then write a detailed report for Allianz which will include a summary of information gathered during the examination and a response to the questions asked by Allianz. They may also recommend further investigations or a follow-up examination.

A copy of this report will be provided to you and or your treating doctor following receipt of the report within the below timeframes:

- 5 business days – *ACT and NT claims only*
- 7 calendar days – *TAS claims only (copy provided to your treating doctor)*
- 14 calendar days – *WA claims only*

Notification of the appointment

Allianz is to provide written notice of the appointment:

- Notice of 2 weeks – *ACT claims only*
- Notice within a reasonable timeframe – *WA claims only*
- Notice of 10 business days – *All other States and Territories*

A shorter timeframe may apply if agreed to by all parties.

Unreasonable request

If you consider the requirement to attend an examination unreasonable, please advise your Case Manager of your reasons for consideration.

If you refuse or fail to attend an IME/IMR without a reasonable excuse, obstruct the IME/IMR examination, or refuse to undertake any treatment required, your right to compensation may be impacted.

Complaints about independent medical examinations

All health practitioners and examiners must abide by the Medical Board of Australia's Code of Conduct and Code of Ethics.

If you have any concerns about the examiner's conduct, we encourage you to raise those issues with the examiner at the time.

Alternatively, please raise your concerns with your Case Manager as soon as possible to ensure appropriate action is taken in raising a complaint where applicable.



For all enquires please contact your Case Manager, alternatively contact us on 1300 130 664.