

Recovering from workplace injury during COVID-19 restrictions



The Insurance Commission has issued insurance advice to agencies on COVID-19 and working from home arrangements.

All claimants are reminded to follow the health advice of the Western Australian and Commonwealth Governments.

The following advice is for Insurance Commission claimants injured at work.

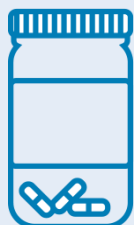
Treatment for your workplace injury or illness



Telehealth

Telehealth includes video and phone consultation to access treatment without 'face-to-face' contact. The Insurance Commission encourages the use of telehealth where practicable. Your doctor and treatment provider can advise if they offer telehealth services.

Certificates of capacity are still required to be produced if accessing treatment via telehealth.



Medication delivered to your door

Medication can be delivered to your door. Either contact:

1. Your local pharmacy to access any available service; or
2. [Claims Pharmacy](#) to set up an account.



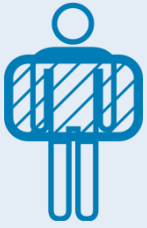
Exercise-based rehabilitation

It is your responsibility to participate in rehabilitation activities set for you to recover from your injury. While gyms, community swimming pools and health clubs may be closed or have restricted access, there are other options to undertake exercise-based rehabilitation.

Exercise in your home, in your backyard or outdoors (make sure you socially distance and comply with public gathering limits).

An Exercise Physiologist or Physiotherapist can provide an exercise program if required.

Some exercises require equipment, which may be funded by the Insurance Commission if it is prescribed by your health provider and the cost is reasonable. Some items can be sourced and purchased by you, and then seek reimbursement from the Insurance Commission.



Diagnostic imaging

Your provider can advise you about their social distancing and hygiene practices.



Elective surgeries

The Government of Western Australia Department of Health have published a [Guideline for Elective Surgeries](#). Your doctor can advise whether you are affected and discuss alternate treatment options with you.



Pre-liability treatment

While your claim is being assessed, the Insurance Commission may be able to fund your early treatment. Ask your Claims Officer if this option is available for you.



Independent medical reviews

The Insurance Commission may require you to attend an independent medical examination face to face or via telehealth. Advise the provider directly if you have a consultation preference, and enquire about their social distancing and hygiene practices.



Returning to work

Most people return to work after their injury.

Returning to work early and safely has positive health outcomes.

It is essential that you actively participate in your return to work activities. Your manager can advise about your return to work program and alternate duties.

You may be isolating at home, but it doesn't mean you are alone. Stay connected with your manager and your colleagues.

Ensure you practice social distancing and good hygiene.

If you require assistance from a workplace rehabilitation provider, speak to your manager and doctor. They may be able to provide telehealth services.

Further Information

Australian Government Department of Health Coronavirus (COVID-19) health alert

<https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert#protect-others-and-stop-the-spread>

There's a better place to recover from an injury:

https://www.workcover.wa.gov.au/wp-content/uploads/sites/2/2015/07/Theres_a_better_place_to_recover_from_a_injury.pdf