



# MLO Telehealth

Get an appointment 5 days faster!



*Medico Legal Opinions*

**1300 181 324**

[admin@mlo.com.au](mailto:admin@mlo.com.au)

[www.mlo.com.au](http://www.mlo.com.au)

# Telehealth

According to SafeWork Australia, work-related mental health conditions have become a major concern in Australian workplaces due to the negative impact on individual employees and the costs associated with the long periods away from work that are typical of these claims.

Each year:



7200 Australians are compensated for work-related mental health conditions, equating to around 6% of workers' compensation claims

Approximately \$540 million is paid in workers' compensation for work-related mental health conditions

**Early diagnosis and case manager support, combined with easy and timely access to expert psychiatrists, is more important than ever.**

Attending an independent medical examination can be stressful for any injured worker going through an already difficult time in their lives. It can be an expensive and lengthy process for the referrer and often involves disruption to a workers' life requiring them to travel to an unfamiliar location for a face to face appointment.

MLO offers Telehealth as an alternative solution, carried out using video conferencing software, and is accesible for most people at home, using their own device. With continuing improvements to technology, it is becoming easier to deliver the Telehealth solution across Australia as well as overseas.

# Governance Framework

The same privacy and confidentiality requirements that apply to face to-face consultations apply to video consultations. The consultation will not be recorded. The psychiatrist will not provide information to anyone other than those involved in the injured worker's care. We adhere to the Telehealth protocols and standards specified by The Royal Australian & New Zealand College of Psychiatrists. These are:

Standard 1: Informed patient decisions

Standard 2: Collaborating with patients

Standard 3: Engagement with carers

Standard 4: Ethical considerations

Standard 5: Confidentiality and privacy  
of health information

Standard 6: Patient health records

Standard 7: Documentation

Standard 8: Education and training

Standard 9: Safety and quality

For more  
information please  
visit  
[www.ranzcp.org](http://www.ranzcp.org)

# Benefits of Telehealth

"The assessment was very professional and convenient for me. The whole process was very well organised and I would highly recommend it."

## **Simple**

The booking process is identical to a face to face IME. MLO will organise all logistics for the appointment.

## **Convenient**

Can be conducted in the comfort of the injured worker's home, with their own device, reducing stress and travel disruption.

## **Accessible**

On average, Telehealth appointments are available 5 days faster than normal consultations and can be booked anywhere in Australia or overseas.

## **Secure**

MLO use encrypted software to protect security and Telehealth assessments are not recorded under any circumstance.

## **Cost-Effective**

Telehealth reduces costs associated with an injured worker travelling to an appointment.

# Make the Booking

## Assess the Need



- Strategic, Specialist intervention required
- Any location, especially attractive for regional areas
- Over 18 years of age
- Does not suffer from a psychotic condition where the claimant may require extra support

1

## Make the Booking



- Contact MLO on 1300 181 324 or email [admin@mlo.com.au](mailto:admin@mlo.com.au)
- Agree on a date and time
- Notify claimant

2

## Provide Documentation



- Minimum 5 days prior
- Referral letter summarising key issues and requirements
- **Relevant** medical information

3



# Manage the Appointment

4

## Prepare Injured Worker

- Telehealth Information Sheet
- Test Device and Signal Strength
- Address any concerns



5

## Appointment Reminder

- Reminder for Test Call
- SMS Reminder for Appointment



6

## Appointment Concierge

- Final Service Test
- Warm Introduction of Injured Worker to Specialist
- Issue Survey for feedback



# Specialists



## **Dr Martin Allan**

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MBChB FRANZCP

Consultant Psychiatrist

A4, A5, Comcare, DRS, IMC, NSI, NWPI, TW, WAMS

## **Dr Ashwinder Anand**

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MBBS MD FRANZCP

Consultant Psychiatrist, Neuropsychiatrist  
NSI



## **Dr Dawn Barker**

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MBChB FRANZCP CertC&APsych

Consultant Psychiatrist  
INSI, NWPI, WAMS

## **A/Prof Darryl Bassett**

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MBBS BSc Dip Psychotherapy FRANZCP

Consultant Psychiatrist  
NWPI, WAMS



## **Dr Martyn Ewer**

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MBChB FRANZCP

Consultant Psychiatrist  
Comcare, ISV, SRTW

## **Dr Trevor Lotz**

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BSc.Med.Hons. MBChB FRANZCP

Consultant Psychiatrist  
Comcare, NSI, NWPI



## **Dr Wayne Mason**

MBBS FRANZCP  
Consultant Psychiatrist  
AMS, Comcare, NAMS, NSI, NWPI



## **Dr Alice Neale**

MBBS M.Psych FRANZCP MBA  
Consultant Psychiatrist  
NSI



## **A/Prof Michael Robertson**

MBBS Hons. PhD FRANZCP  
Consultant Psychiatrist  
AMS, Comcare, DRS, NSI, NWPI, TW, VTI, WAMS



## **Dr Aman Suman**

MBBS MRCPsych FRANZCP  
Psychiatrist  
IMC, NSI, NWPI, WAMS



## **Dr Ben Teoh**

MBBS MPsych FRANZCP FACHAM  
Consultant Psychiatrist & Physician in  
Addiction Medicine  
AMS, NSI, NWPI



## **Dr Gregory White**

MBBS FRANZCP CIME  
Consultant Psychiatrist  
A4, A5, A6, Comcare, NSI, NWPI, TW, VE



## **Dr Peter Young**

MBChB FRANZCP  
Consultant Psychiatrist  
NSI, NWPI





# What the Experts say

“Telehealth has been a part of mental health care for 20 years. It has enabled people living in remote areas access to regular specialist services they had been long denied. Done well, it can enable more rapid evaluation of medicolegal claims, fitness for duty assessments and other consultations for people who cannot travel to metropolitan centres. The final assessment is not in any way compromised and within a few moments of engaging the interviewee, the technology becomes invisible. Telehealth has revolutionised my practice and allowed me to provide prompt and efficient service for my patients, my medicolegal clients and my students at the University”.

**A/Prof Michael Robertson**  
**MBBS (Hons) PhD FRANZCP**

Bringing Telehealth to rural and remote areas is a key ongoing step forward in Mental Health Services in Australia today. Using Telehealth in my treating capacity has confirmed to me that access at an earlier point in a clinical journey, for whatever psychological reason, can only benefit patients. Likewise, improving access to Psychiatrists, convenience for the individual, reducing the need for travel time for service users, and being able to intervene at more timely intervals can only help to improve management of claimants in the psychological injury space of Medico Legal Practice. It's often considered that “in person” assessments are better over Telehealth assessments, however the experience of users of this medium helps assure us that there is a large proportion of individuals who desire such an assessment in preference to visiting a large geographical centre to see a specialist at a much later date.

**Dr Martin Allan**  
**MBChB FRANZCP**  
**Consultant Psychiatrist**

# Accreditations

A4 .....	AMA 4
A5 .....	AMA 5
A6 .....	AMA 6
Comcare .....	Comcare Assessor
DRS .....	NSW SIRA DRS
IMC .....	Injury Management Consultant
ISV .....	SA ISV Assessor
NAMS .....	NSW WCC AMS
NSI .....	NSW SIRE Impairment
NWPI .....	NSW Workers Compensation Impairment
MAS .....	NSW SIRA MAS
TW .....	TAS WorkCover Impairment
VE .....	VIC WorkSafe IME
VI .....	VIC WorkSafe Impairment
VTE .....	VIC TAC IME
VTI .....	VIC TAC Impairment
WAMS .....	WA WC AMS



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