


InjuryNET Information Sheet

To contact InjuryNET, call 1300 307 418

What is InjuryNET?	InjuryNET is a company with a national network of Doctors and Physiotherapists providing primary injury treatment and clinical services. InjuryNET develops an interface between doctors, physios and organisations to improve patient care and the practitioners' understanding of workplace operations.
How does the program work?	<p>After a worker reports a work related injury to their Manager, the manager phones InjuryNET who will activate the triage service and arrange for a nurse to contact the injured worker to discuss their injuries or discomfort. During the conversation the nurse will recommend:</p> <ul style="list-style-type: none"> • Self-management – the nurse provides first aid advice and/or activity advice to self-manage the injury • Attend an InjuryNET practitioner and coordinates referral to an InjuryNET practitioner for treatment on the same day or next business day • Attend Hospital/call Ambulance – the nurse advises the workers to attend a hospital or call an ambulance for treatment. 
What's in it for workers?	<ul style="list-style-type: none"> • Veolia Water Technologies pays for the first four doctor visits (further treatment payments will be made by the workers compensation insurer when the liability is accepted) • Veolia Water Technologies pays for the first four physio visits (further treatment payments will be made by the workers compensation insurer when the liability is accepted) • Immediately medical advice if triage service initiated • Prompt appointments • Communicative doctors and physios • Doctors and physios who understand the workplace and operations <p>NOTE: treatment under this program is voluntary. Workers always have the right to choose their treating practitioners. Attending an InjuryNET doctor or physio does not constitute Veolia Water Technologies acceptance for workers compensation liability.</p>
Program Hours	Nurse triage services are available 24 hours, 365 days.
To make an appointment	CALL InjuryNET on 1300 307 418
Doctor visit	Whenever possible, the manager or supervisor shall accompany the worker to InjuryNET doctor.
Discuss Return to Work (RTW)	If a RTW plan is required, the manager shall discuss alternative duties with the doctor, worker and RTW Coordinator (refer to BR09-GU01-TOOL01 Return To Work Program).
Medical Certificate	Manager must obtain a copy of the medical certificate following a doctor's visit.