

PHYSIOTHERAPY REFERRAL INFORMATION

For information regarding where you can obtain Physiotherapy service, please refer to the relevant section in this document.

PATIENTS INVOLVED IN ACCIDENTS WHILE DRIVING A REGISTERED MOTOR VEHICLE ON A PUBLIC ROAD

- You need to register your claim with TAC on 1300 654 329
- You will need to notify the police that there has been an accident in order to lodge a TAC claim

Assuming TAC has accepted your claim:

Patients who HAVE been admitted to hospital or have a family member who was admitted

- If you have been admitted into hospital (which usually means that you spent more than 4 hours in the department, but may depend on other factors) or have a family member who was involved in the same accident who was admitted, then TAC will cover your medical expenses and some other out of pocket expenses straight away – there is no excess.
- You can make an appointment to see any private physiotherapist for followup and TAC will pay for treatment (note that some physiotherapists may charge a gap fee for TAC patients so best to discuss with the clinician first)

Patients who HAVE NOT been admitted to hospital

- If you have NOT been admitted into hospital (which usually means that you have spent less than 4 hours in the department) and do not have a relative who has been involved in the same accident who has been admitted, then you are liable for an excess of \$651 (as of November 2017) before TAC will completely cover your medical expenses.
- Both the costs that you pay (eg for Physiotherapy) or the costs that Medicare pays (for doctor's appointments) contribute towards meeting the excess. This means that initially you need to pay the costs for Physiotherapy at any private Physiotherapist. Keep all your receipts as once you (and Medicare) have spent over \$651, TAC will pay for your therapy costs
- Further information regarding TAC excess can be found at:
www.tac.vic.gov.au/clients/the-medical-excess

PATIENTS INJURED AT WORK, WHO ARE COVERED BY WORKCOVER

- You need to forward your "Initial Certificate of Capacity" (the certificate you were supplied with by your doctor) to your employer, who will also require you to complete some other paperwork.
- Once the claim has been lodged and accepted, you can make an appointment to see any private physiotherapist. Check with your employer first.

PATIENTS INJURED AT WORK WHO ARE SELF-EMPLOYED

- You will need to review your insurance arrangements for exact cover details. The costs of private physiotherapy should be covered by your insurance.

PATIENTS WHO HAVE DEPARTMENT OF VETERAN'S AFFAIRS CARDS

- Not all DVA card holders are entitled to physiotherapy under this program – gold card holders are usually covered, however other coloured card holders may not be or may require special permission
- You will need to obtain a referral from your local doctor
- If you hold a DVA card and are told that you are NOT covered under DVA for physiotherapy, see the section on healthcare / pension cards

OVERSEAS PATIENTS AND THOSE WITHOUT A MEDICARE CARD

- You are not covered by any publicly funded service and will need to visit a private Physiotherapist and pay full cost

PATIENT WITH A CHRONIC OR COMPLEX CONDITION REQUIRING PHYSIOTHERAPY

- Your local doctor can issue an Enhanced Primary Care Plan which entitles you to up to 5 Allied Health (including Physiotherapy) visits per year which are funded by Medicare
- Note that this is for chronic conditions, such as ongoing back pain, and not for acute injuries such as an ankle sprain.

PATIENTS INJURED DURING REGISTERED SPORTING ACTIVITY

- For people who are injured during a sporting activity which requires that you are registered (eg formally organized football, netball, basketball), there is compulsory sports insurance that part of your registration fees go towards
- The exact cover depends on the sport, but generally this covers a proportion of your non-medicare costs (which can be up to 80%). There may also be an excess to cover (typically the first \$50)
- If you are hurt during organised sport, you will need to register the injury with your association.
- You will need to pay upfront for physiotherapy at a private practitioner, however in most cases you will receive a substantial proportion of these costs back

FINDING A PRIVATE LOCAL PHYSIOTHERAPIST

- Private physiotherapists typically charge approximately \$80-\$90 per session.
- TAC, Workcover, some DVA patients and those funded under Medicare (for an enhanced primary care plan) usually do not have to pay any additional fees, although you should check with the provider prior to commencing service
- Patients holding private health insurance cover with extras covering physiotherapy should be able to claim some or most of the costs back through their insurance
- Look in the local community directory or yellow pages
- If you have access to the internet, go to www.serviceseeker.com.au, which is a nation-wide directory of healthcare services. You can also search at www.yellowpages.com.au

PATIENTS WITH A HEALTH CARE OR PENSION CARD, WHO ARE NOT INJURED AT WORK OR IN A CAR ACCIDENT

- Health care and pension care holders are eligible for Physiotherapy at publicly funded facilities, which are usually located at Community Health or Rehabilitation Centres.
- Note that there may be a significant wait at these facilities for followup (usually 1-2 months).
- Community Health Centres charge a small fee for service – usually about \$10 per visit for low income patients.

SERVICE NAME	COVERAGE	PHONE NUMBER
Casey-Cardinia Community Health Service	City of Casey and Shire of Cardinia	8768 5147
Greater Dandenong Community Health Service	City of Greater Dandenong	8558 9080
Knox Community Health Service	City of Knox	9757 6200
Monashlink Community Health Service	City of Monash	1300 552 509
Ranges Community Health Service	Shire of Yarra Ranges	9754 8963
Frankston Community Health Service	City of Frankston	9784 8133
Central Bayside Community Health Service	City of Kingston	9781 9333