Irish College of General Practitioners
National Trainers Conference 2019

PIAB requests – preparing your trainee for now and the future

Eoghan Coyne
March 2019
Agenda

• Introduction
• Session Objectives
• Format
• PIAB Overview
• Current Landscape
• Feedback & Common Queries
• Key Information
• Trainee Evaluation
• Q&A
• Session Evaluation
Introduction

• Non clinical session
• Any / all medics will most likely at some stage be asked to prepare a personal injury medical report
• Application medical reports / PIAB commissioned reports / others
• Background – experience and work roles
• Session focus -
  – Information
  – Changing landscape - Cost of Insurance Working Group (CIWG) / Personal Injuries Commission (PIC)
  – What do attendees want most from the session
  – What information do you need / what frustrations to you have in teaching trainees in this area
Session Objectives

- Open exchange
- Information on PIAB and the current personal injury medical reporting landscape
- Outline processes and procedures in the area of personal injury medical reporting
- Illustrate and facilitate discussion on common queries and feedback (from medics)
- Identify possible key information for trainers to pass on
- Suggest and discuss some approaches to evaluating trainees working on personal injury medical reports
Format

• Informal approach
• Slides to assist
• Presentation on material at the outset
• Stop discussion and seek clarification at any stage
• Hand-outs
• Open Q&A
• Session evaluation at the end
PIAB Overview

- €3 billion in assessments since 2004
- Book of Quantum
- 450 approx. panel medical practitioners / split
- 24,000 medico legal type reports p/a
- Up to 80% soft-tissue type injuries
- Outsourced model – dedicated medic support team
- Process (average timeline 7 months approx.)
- Efficient operating model – digitalisation plans
- Recent legislation – commencement in April
- Key focus = ongoing engagement with medics
Current Landscape

- Cost of Insurance working Group (CIWG)
- Personal Injuries Commission (PIC)
- PIC Recommendations
  - New template (handout)
  - Soft-tissue education programme
- Implementation (PIAB)
- Other stakeholder actions
Feedback / Common Queries

- Medics broadly supportive of recent changes
- Increased workload
- Fees
- Language / literacy issues
- Whom should complete / when should e.g. the Neck Disability Index (NDI) section be completed
- Software integration for new template
- Training
Key Information

- PIAB website - [www.injuriesboard.ie](http://www.injuriesboard.ie)
  - Information for medical professionals – panel requirements
  - Forms (including new template)
- Legislative indemnity
- What information is received from PIAB in advance
- Revenue stream
- Bear in mind very few cases end up in litigation
- PIAB Medical Assessment Form (Form B) – Guidelines for Medical Practitioners (handout)
- Official sources for ICD10 coding
- Avoid re-scheduling appointments
- Output in due course from soft-tissue education programme
Trainee Evaluation

• PIAB’s Service Level Agreement
  – Use of the new template
  – Only relevant medical details to be included in the report
  – Comprehensive report, long term injury outlook
  – Clear, concise and with a final prognosis
  – Information on recovery periods
  – Where full recovery is unlikely residual symptoms / effects to be outlined
  – Has the accident exacerbated any pre-existing injury
  – Familiarity with non-attendance procedures
Trainee Evaluation contd.

– Make reference to PIAB’s statutory obligations when e.g. requesting records (one month for responses)
– Consult where necessary with treating practitioners in a timely manner
– Include scarring photographs when requested
– Refer back to the claimants treating practitioner as regards any treatment issues etc.
– Submit reports securely / Data protection compliance
– Familiarity PIAB finance / invoicing requirements
– Familiarity with PIAB’s complaints process procedures (responses within 10 ten calendar days)
Conclusion

• Questions & Answers
• Session Evaluation
• Additional material available – PIC reports / PIAB docs etc.
• Thank you