

Irish College of General Practitioners National Trainers Conference 2019

PIAB requests – preparing your trainee for now and the future

Eoghan Coyne
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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 do 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
 - 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