



**It Pays to
Care**

Messaging Matters

IECCC Conversation Roadmap

Communicating with doctors and treating professionals
about decisions and addressing lack of progress or
inappropriate treatments



“Clear is Kind”

The intention of the *[IPTC Messaging Matters IECCC Framework](#)* (the Framework) is to translate IPTC policy principles into practical strategies to drive fair and efficient workers compensation schemes.

Conversation Roadmaps accompany the Framework, and are crafted to promote clear, compassionate communication while offering valuable knowledge to help stakeholders make informed decisions.

This Conversation Roadmap applies the IECCC Framework to a conversation in which you are communicating with a treating health professional about decisions and addressing lack of progress or inappropriate treatment. The Roadmap provides several suggestions for each component of an IECCC conversation.

Introduce

- I’m calling to discuss/talk through your treatment plan with [worker].
- I’m calling to make sure that you know about your responsibilities and what’s expected of you in the system.
- I’m contacting you to chat about [worker’s] progress under your care.

Educate

- The system is designed to support [worker’s] recovery, return to work, and return to life.
- As a healthcare provider you have certain responsibilities within the system to ensure that the treatments you’re providing are assisting with recovery and are aligned with the rehabilitation goals.
- The compensation process has finite timeframes and, at times, limited resources. It’s important for [worker] to be receiving the right service at the right time, and treatments that is increasing their capacity to return to work.
- If there continues to be a lack progress, are you aware that an independent medical opinion could be requested to review your treatments? (Would you like more information?)
- At some stage, the [case manager] will start to question why they’re approving treatments which are not supporting recovery.



- Yes, workers compensation is about costs and durations, though, it is also about ensuring that [worker] has most appropriate treatments to help them with their recovery.

Clarify

- We appreciate that recovery from an injury takes time and patience, as healing doesn't happen overnight and involves multiple steps to ensure proper care and support.
- Scientific based medical advice and guidelines will give us an idea of how long a certain injury should take to heal. For this diagnosis the expected treatments are [X] and recovery time is [X].
- I'd like to understand why in this case they have not recovered in the expected timeframe.
- It seems that [worker's] capacity has not improved during the past [timeframe] and what's your take on it?
- [Worker] has been attending sessions for [duration] and they are still at the same capacity as when they started, what's happening?

Direct questions:

- What treatment modalities are you currently using, and is this best practice?
- How is your current treatment plan aligned with the RTW plan?
- What are your discharge criteria for [worker]?
- When will you know you've either achieved the goal and/or you're not going to achieve an outcome?
- If they haven't improved with [session number] and in [duration], is it realistic to believe that they will start to improve with more sessions and more time?
- Is there another therapy/treatment/modality which would help the [worker] with their recovery?
- What are the main blockers to recovery? Are you the best placed practitioner to overcome these barriers?

Collaborate

- It's important for us all to adopt an evidence-based approach to recovery, to identify current and potential barriers, and to find and implement solutions quickly.



- If you have any questions or need more information to help develop and deliver your treatment plan, please let me know.
- If [worker] continues to attend treatments for the next [duration], attending sessions, doing their independent program/prescribed activities, and puts in 100% effort, what capacity should we expect at that time?

Coordinate

- How can we support you with providing treatments which lead to tangible progress and increase in capacity?
- If you have any other questions or need further information, don't hesitate to reach out.
- Please keep me updated on [worker's] progress and of any recommendations you have to assist with their recovery and RTW
- I'm here to help with any questions you might have.
- The next steps are [steps].