When you are seeing a client under a Worker's Compensation scheme, it is crucial that you manage the client's expectations effectively and that you are clear about your role in the process. Here are some key processes and expectations that you should consider:

1. Initial Assessment:

- Clearly communicate with the client the purpose of the assessment and its relevance to the workers' compensation claim
- From Dec 23 all WC Clients are required to complete a brief intake form, please review this attached to clients' documents.
- You may need to complete a further initial assessment that includes relevant background information, the reason for the referral, clinical impressions, diagnostic information (if applicable).
- Ensure that you are aware of tracking your client's session #.

2. Collaboration with Other Professionals:

- Clarify your role in the broader context of the workers' compensation case, emphasising collaboration with other professionals, as required, such as GP's.

3. You are not an advocate

- You may need to emphasise with the client that you are not an advocate. Your role is to present facts and professional opinions, as required throughout the process.

4. Communication and Confidentiality

- Establish expectations around communication and confidentiality with other people involved in the worker's compensation case e.g., GPs, insurance representatives.
- Discuss the limits of confidentiality in workers' compensation cases.

5. Reporting Requirements:

- Outline any reporting requirements including the format and content that needs to be in the reports for the given state worker's compensation requirements.
- Email hello@mymirror.com.au to advise that you have completed a report which would need to be invoiced to insurer to compensate your time.
- It is important to discuss any requirements for reporting with your client before or during their last session. Remember you able to discuss requirements directly with clients using the My Mirror Messaging feature.

6. Billing and Payment:

- Ensure the client understands all billing and payment requirements and any approvals they may need prior to accessing psychological support.

Speak to the Customer Success team to clarify any questions that you might have – hello@mymirror.com.au