

IMPACT PROGRAM - PATIENT INFORMATION SHEET

Recovering from an injury is an individual experience and there are many ways your healthcare provider can help. Your doctor will assess the type of injury you have and will also want to understand how your injury is affecting you. Just as important is understanding factors that may be affecting your experience of pain after an injury.

A WHOLE PERSON APPROACH TO INJURY AND PAIN

Many different factors affect people's experience of pain and recovery, not just their physical injury. These factors can include beliefs and attitudes as well as nutrition, exercise, and social activity. This may be a surprise to many people but also means that there are many different treatment approaches that can support people to manage their pain. These approaches may be delivered by a range of healthcare providers, such as physiotherapists, exercise physiologists, psychologists, and dieticians, depending on your unique needs.

QBE Insurance has introduced a new program that aims to give you and your doctor more time to talk about these approaches. Many people prefer to use strategies other than medicines to help them with pain and recovery from injury. This new program will give your doctor more time to understand you as a whole person and to support you to make decisions about the types of healthcare you access and steps you can take at home.

The first step is having enough time for you and your doctor to talk about your injury and all the factors affecting your recovery

Some people are prescribed medications to manage pain after an injury. The benefits and harms of such medications are considered by doctors when making decisions about prescribing these. Your doctor may identify risks with some of your medications, and that other approaches will be safer and more suitable for meeting your pain management and recovery needs.

WHAT WILL YOU NEED TO DO?

A normal part of recovery from an injury when you have a CTP claim is to see your doctor and other healthcare providers to assist you with physical recovery as well as the psychological and other impacts on your life (for example, a physiotherapist). You may see your doctor several times to review how your recovery is going and to ensure that you are able to access the services you need.

The new program makes it easier for you to book longer appointments with your doctor in the early weeks or months after you have an injury. This will allow any problems or specific healthcare needs you may have to be picked up early.

The new program requires you to spend a bit more time working on your recovery with your doctor. That's it!

Your doctor will ask you to book a long consultation with the practice reception staff as you are leaving. You may have several longer consultations over the course of your recovery. This is flexible to suit the timing of other treatments you are receiving and so that you and your doctor can work out what is best for you.

Your doctor may also recommend that a case coordinator assist by coordinating any referrals and appointments you may have.

OPIOID MEDICATIONS

What are they used for?

Opioids are a type of medication used to help reduce pain. They work by slowing down the nerve signals between the brain and body.

Why opioids may not be appropriate

Opioids may produce unpleasant side effects for some people. These can get worse over time.

Opioids may work in the short term but not produce the same effects over time. People may also become dependent on them.

What are the alternatives?

Pain is influenced by a range of factors and is best considered from a "whole person" approach. Understanding the different aspects of your life, your pain, your health, and your unique experiences can help your healthcare provider to recommend approaches to managing your pain that will be best suited to you as an individual.

"Opioids are mainly used to help reduce severe pain. They are usually best used for the shortest time possible and at the lowest dose possible."

(Pharmaceutical Society of Australia. Opioid Medicine Fact Sheet)