

Your trusted partner for medical advisory and consultancy services

Looking to increase your clinical review capacity or need support with policy writing and medico-legal assessments?



Medic Oncall™
By Healthcare Australia

We've got you covered with our flexible, quality solutions

Need an expert professional opinion, support with compensation or peer reviews, backup for your clinical team or medical expertise for research and development projects? Through our extensive network of doctors, nurses and allied health professionals, Medic Oncall by Healthcare Australia provides a diverse range of medical advisory and consultancy services.

We can work with you on one off projects or provide ongoing support to your team to cover gaps in your medical advisory panel and clear backlog of claims and advisory activities to meet your client's needs. Our staff include highly qualified and experienced specialists through to doctors, nurses and allied health practitioners offering a range of expertise from the simple to the complex. Our fee structure is flexible and competitive and can be adapted to suit a variety of requirements.

Our team is highly experienced and can work onsite or remotely across Australia and New Zealand. We guarantee a high standard of opinion and reporting in line with relevant legislation and guidelines.



We've got the best medical experts when you need them

Insurance agencies, corporate and government organisations get fast access to experienced doctors, nurses and allied health professionals ensuring quality reports and outstanding customer service all completed with the highest level of security, privacy and compliance. We have a long history of supporting insurance agencies, corporate organisations and government departments with a range of clinical and non-clinical services. Our solutions are tailored, highly reliable and cost-effective.

Our knowledge and capabilities:

Clinical advisory services

Claims reviews and management

Medico-legal assessments

Independent medical examinations

Advice and development of policies and procedures

Writing medical articles and information sheets

Advice and management of Covid safe processes and practices

Implementation of pandemic management plans

Why partner with Medic Oncall by Healthcare Australia?

We understand the complexities of the medico-legal sector and have a wealth of experience, so you get the best knowledge, expertise and service. With Medic Oncall you can increase your clinical review capacity, expedite clinical reviews or completely outsource your claims management process.



Claims reviews and management

Experience in conducting clinical reviews and providing clinical support and advice to health professionals. Ability to assist with case planning, file reviews and influencing return-to-work outcomes.



Clinical reviews and case overload

Capacity to quickly deploy people with the right clinical requirements to expedite clinical reviews, support with backlog/excess claims and ensure claims-related decisions are clinically informed and justified.



Medical advice and consultancy

Provision of complete, unbiased and compliant medical advisory and consultancy services, including medico-legal advice, medical science writing, insurance and compensation reviews, and more.



Development of health-related documents, policies and procedures

Ability to achieve high-quality audit and compliance standards by engaging qualified doctors to write health-related documents.



Secure cloud-based online portal

Central, scalable and secure platform for non-clinical services. Ensures efficient cycle time for collecting high-quality medical information. Reduces the risk of privacy breaches by securely transmitting sensitive content.



Quality assured reports

Provision of comprehensive, accurate and detailed reports you can trust, including diagnosis, treatment, clinical analysis and expert opinion.



Covid response or emergency response solutions

Rapid response solutions for COVID-19 outbreaks and emergency situations – rely on our capability and experience gained in managing hotel quarantine, drive-through clinics, vaccinations, private quarantine and outbreaks in aged care.



Find the best match to fit your team

Access experienced and well-respected, multi-disciplinary doctors, nurses and allied health professionals who are fully registered, credentialed, reliable and ready to work.



Excellent customer service and communication

Our professional team take the time to understand your needs and make the process as seamless as possible.



Trust the screening and credentialing process

We complete a comprehensive assessment of every doctor's qualifications, registration, clinical skills and experience.



How it works

We are your trusted partner. Work with us directly or via our secure cloud-based portal. Call our experienced medical advisory specialist team to discuss your requirements and work out which option suits you best.

Smaller projects or one-time reviews can often be managed easily via telephone and email. Our team can also use your system and work directly as a part of your team.

If you choose to work with us via our cloud-based portal, you'll be provided with a secure employer login so that you can accept and distribute patient information. Our doctors, nurses and allied health professionals can access the portal, review the reports and complete an online review.

Portal capabilities include direct messaging – conversations can be captured in text, video and audio, and can include multiple parties. For example, an online virtual meeting between a doctor and the treating clinical team.

Any document can be uploaded and stored against a particular service request. These documents could be uploaded by your team to support the service request detail. Likewise, these could include documents uploaded by a practitioner in relation to delivering the service request.

Contact us today

Find out more about our medical advisory and consultancy services and why we are your first choice!

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