

MEDIC ONCALL

Capability Statement

📞 1300 598 555

✉️ mocadvisory@mediconcall.com.au

📍 mediconcall.com.au



HCA Medic Oncall by Healthcare Australia



HCA Medic Oncall by Healthcare Australia is a trusted provider of comprehensive medical and clinical advisory and assessment services. We are passionate about supporting our clients and delivering high-quality medical knowledge and experience.

We are medical experts offering unbiased and independent recommendations and opinion backed by an extensive track record working effectively to ensure optimum outcomes for our clients and their stakeholders.

Our Clients

We currently provide clinical advisory services to State and Federal Government Departments across a range of industries.

- Insurance Companies
- Superannuation and Income Protection Companies
- Government Health Departments
- Government Agencies
- Veteran Support Agencies
- Disability Support Agencies
- Transport and Transport Accident
- Workers Compensation Agencies
- Medical Technology Providers
- Pharmaceutical Companies
- Research Institutions
- Healthcare Institutions (Hospitals, Clinics, Medical Centres)
- Educational Institutions
- Non-Profit Healthcare Organisations
- Aged Care Facilities

Our Services

- Medico-legal Consulting and Advisory
- File Review of Claims (Medical and Allied Health)
- Disability and Impairment Assessments
- Driver Assessment and Review
- Peer Review
- Medical Research and Literature Reviews
- Health Policy Development
- Medical Technology Assessment
- Independent Medical Examinations
- Medical Expert Witness
- Medical Writing and Content Creation
- Medical Review and Compliance
- Occupational Health and Disability Management
- Regulatory Compliance Support
- Healthcare Technology Guidance
- Clinical Research and Trial Support
- Mental Health Support Programs
- Health and Wellness Promotion Initiatives
- Telemedicine Consultation

DOCTORS, CLINICIANS AND MANAGEMENT EXPERTS



Our expert team, consisting of highly skilled and experienced clinicians, is Australian-based. They are equipped with the expertise and skills to provide contemporary opinion and knowledge, delivering valuable insights to our clients.

Clinical staff includes doctors, nurses, and allied health practitioners who are up to date with the latest advancements in the medical industry. Our clinical team are all AHPRA registered, credentialled, reliable, and experienced.

- Our Clinicians have current, comprehensive understanding of the development and assessment of relevant medical documentation.
- Familiarity with both medical and legal terminology that enables our Clinicians to conduct thorough and insightful medical reviews - providing informed recommendations, answers and opinions.
- Our Clinicians undergo relevant CPD, training and maintain clinical currency.

Our clinical team is effectively supported by our HCA Medic Oncall by Healthcare Australia management team who ensure all deadlines, KPI's and commitments are achieved.

KEY CAPABILITIES



Medico-Legal Consulting and Advisory Services

Our team of experienced clinicians and healthcare experts offer strategic guidance and operational support on clinical matters, including medical protocols, treatment options, best practices, and evidence-based guidelines. We collaborate with our clients to optimise their clinical processes, enhance outcomes, and foster a culture of continuous improvement.



Clinical File Review of Claims (Medical and Allied Health)

Clinical file assessments that accurately review claims and underwriting application information, review of supporting medical records that delivers well-informed recommendations in underwriting and claims settlement.

Our clinicians provide a thorough and objective analysis of relevant insurance forms and supporting medical records. This analysis empowers you to make unbiased decisions on insurance claims, underwriting, and other critical matters such as the application of limitations.

Our Clinical File Review offers a quality option for seeking medical guidance on Claimant's cases or underwriting applications without the need for a full-scale Independent Medical Examination.



Insurance Medical Advisory Services

Our doctors provide expert medical advice and support for insurance companies, including medical reviews, assistance with internal policies and question sets, disability assessments, and expert witness services.



Peer Review

Participation in Advisory and Peer Review Committees and healthcare settings requiring confidential objective evaluation producing quality outcomes that will minimise errors, provide clinical oversight and maximise performance.



Disability and Impairment Assessments

Our clinicians conduct assessments to evaluate disability and impairment, providing expert opinions for insurance companies, workers' compensation boards, and legal cases.



Independent Medical Examination

We excel in organising Independent Medical Examinations (IMEs). Our team ensures efficient coordination and scheduling of IMEs, expert selection of medical professionals, and meticulous reporting. Our qualified clinicians will conduct thorough assessments of claim documentation and supporting medical records to provide clear responses and expert recommendations for limitations, exclusions, and review time frames.

We formulate independent medical opinions based on patient records and generate high-quality reports. These reviews are conducted securely through our portal, offering you visibility, the ability to ask questions, and access to live reports.

OTHER SERVICES



Driver Assessment and Review

Our team of experts perform driver assessments for government bodies (taxi, commercial drivers and other transport services) where assessment of medical fitness and capability for driving is required. All assessments are based on the national driver medical standards "Assessing Fitness to Drive". This drives decision-making to determine whether individuals meet the necessary criteria for licenses and certifications.



Regulatory Compliance Support

Navigating the complex landscape of healthcare regulations and standards can be challenging. We provide expert advice and assistance in ensuring compliance with local, national, and international healthcare regulations, accreditation requirements, and industry standards. Our team helps clients implement effective compliance frameworks and risk mitigation strategies.



Healthcare Technology Guidance

Keeping up with technological advancements is crucial in clinical advisory and healthcare delivery. We provide guidance on the adoption and integration of healthcare technologies, electronic health records (EHR), telemedicine solutions, data analytics, and artificial intelligence (AI) applications to enhance service outcomes, patient care and operational efficiency.



Clinical Research and Trial Support

We offer expertise in clinical research, study design, and trial support for pharmaceutical companies, research institutions, and medical device manufacturers. Our team assists in data analysis, participant recruitment, and adherence to research protocols.



Occupational Health and Disability Management

We specialise in occupational health services, offering assessments, management, and support for occupational health matters and disability cases.



Mental Health Support Programs

Our mental health support programs cater to the well-being of individuals and organisations, including sourcing psychologists, managing psychology reviews, mental health training, and mental health policy development.



Medical Writing and Content Creation

Our doctors and clinicians create high-quality medical content for healthcare publications, patient education materials, research papers, and medical blogs.



Telemedicine Consultation Services

Our telemedicine consultation services enable doctors to provide remote medical consulting and advice across various functions and settings that support inhouse teams, especially in complex environments and underserved areas.



Medical Research and Literature Reviews

Our doctors and clinicians conduct medical research and literature reviews, summarising and analysing scientific studies and medical data for research institutions, pharmaceutical companies, and healthcare organisations.



Health Policy Development

We provide expertise in the development of health policies, healthcare guidelines, and evidence-based practices for government health departments and healthcare agencies.



Medical Technology Assessment

Our doctors evaluate and assess the effectiveness and safety of medical technologies and innovations for medical device manufacturers and research institutions.

Why choose HCA Medic Oncall by Healthcare Australia?

Client-Centred Approach

We understand that every organisation is unique, and we can tailor our clinical advisory services to meet specific needs and objectives or simply and seamlessly work within our client's systems and processes.

Continuous Improvement

We believe in continuous improvement as the key to elevating our delivery and continually review and assess performance, identify areas for improvement and implement results driven changes.

Technology- Driven with Secure Portal

We embrace innovative technologies and have a secure portal to enhance transparency and engagement. All file reviews are conducted through our secure portal. This platform provides our clients with full visibility into the assessment journey, the ability to ask the reviewing clinician additional questions, and access to a comprehensive suite of live reports.

Expert Clinical Panels

We support in-house clinical panels by providing expert advice and guidance during peak times and on complex cases. Our experienced clinicians collaborate with in-house teams to offer specialised insights that facilitate well-informed decision-making, particularly in challenging scenarios.

Objective Analysis and High-Quality Reports

Our doctors and healthcare practitioners formulate independent medical opinions based on patient records, generating high-quality reports that equip our clients with the information they need to make informed decisions in insurance and claims management. Reports include detailed, evidence-based opinions and/or a set of recommendations, ensuring transparency and facilitating efficient claims settlement.



Expert Medical Advisory Services for Enhanced Decision-Making

Our medical advisory team offers significant expertise in providing high-level, evidence-based, and independent advice within clinical governance. We prioritise professionalism and adhere to industry standards to deliver current and expert services. With efficiency and transparency, we excel in claims handling, ensuring adherence to high service standards throughout the process. Our aim is to provide you with the information you need to make the right decisions.

Comprehensive Support and Tailored Solutions

Our comprehensive support includes recommendations for complex claims, engagement in special health projects, coverage for high-level governmental positions, peer reviews of research outputs, medical science writing, and accurate clinical assessments for insurance claims. We assess interventions, conduct pharmacy reviews, and offer membership on government advisory boards. Our services also encompass formulating independent medical opinions, performing medico-legal reviews, and providing clear summaries of medical records.

Clinicians with Expertise in Claims

Our clinical team are familiar with both medical and legal terminology and are trained in capacity, risk, tolerance, impairment, limitations, and restrictions, making them adept at identifying anomalies in supporting documents and application forms. This includes issues like substance abuse, psychosocial concerns, pain conditions, doctor shopping, and psychiatric conditions, ensuring a comprehensive and thorough evaluation.



Whether it's a one-time medico-legal opinion, one project or ongoing support to your team, our team can help with your clinical advisory requirements. Partner with us to experience our comprehensive solutions, competitive pricing, and quick turnaround times.

Get in Touch

Our office is open every day from 8am to 5pm

Visit our website, reach out via email, or call our friendly team today to find out more.



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HCA Medic Oncall by Healthcare Australia
PO Box 1035 Mornington, VIC, 3931

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