

# Have you suffered an injury in the workplace?

We will work together  
to get you well



## Did you know that as an employee you are protected by Worksafe Victoria?

In Victoria workplace health and safety is governed by a system of laws, policies, regulations and compliance codes which set out the responsibilities of employers and workers to ensure workplace safety.

## When do you need to report a work related injury or illness?

The most important thing is your health and getting appropriate treatment. If you need medical treatment or time off work because of your injury or illness, you need to lodge a claim.

If you have suffered a workplace injury, you must report it to your workplace employer as soon as possible.

If you have not notified your employer of your injury within 30 days of becoming aware of it, you may not be entitled to any compensation.

## How do I make a WorkCover claim?

If an accident or serious incident has occurred whilst you are at work both employers and injured workers are required to follow steps to ensure that they meet their obligations in the claims process.

If your attendance or admission to Melbourne Health is related to a work accident or injury you are required to inform your employer. Your employer is then required to make a claim through Victorian WorkCover Authority (VWA) which will activate your WorkCover claim number.

You will be asked to sign a Patient Election Form that will enable us to assist you with initiating this claim.

## Who needs to know about my WorkCover claim details?

When you attend Melbourne Health for treatment for your accident injuries, you will need to have your claim number available to inform Melbourne Health staff.

This is to ensure that your WorkCover accounts are forwarded to your employer or their nominated insurance provider.

## What happens if I don't yet have a WorkCover claim number?

If you have attended Melbourne Health for treatment on the day of your accident, you are still required to lodge a WorkCover claim to cover the cost of any ambulance and hospital expenses incurred on the day of the workplace accident.

## Do I need to pay for my medical expenses?

If you have supplied Melbourne Health with correct employer details, then all WorkCover invoices will be forwarded directly to them for payment.

We will liaise with your employer on your behalf to settle all associated accounts, however we may need your assistance in following up any unsettled invoices.

## What if I receive diagnostic accounts (radiology/pathology)?

Your accounts will be forwarded directly to your employer or the VWA Agent directly.

However if you receive an account, please forward this directly to your employer to arrange payment.

## Need help or assistance?

We know that recovering from an accident can be both challenging and emotional. We are here to support you, so all you need to concentrate on is getting well.

If you have any questions, or need assistance, please contact Melbourne Health's Revenue Services unit to organise an appointment with our friendly Patient Liaison Officers:

**Royal Melbourne Hospital**  
Office Hours are 8.00am to 4.30pm everyday excluding Public holidays

T: (03) 9342 8932

or (03) 9342 2521

F: (03) 9342 7048

E: RMH-FinanceRevenue

ServicesPLO@mh.org.au

**Royal Park Hospital**

Office Hours are 8.00am to 4.30pm Monday to Friday, excluding Public holidays

T: (03) 8387 2150

F: (03) 8387 2222

E: RP.Finance@mh.org.au

[www.rmh.mh.org.au](http://www.rmh.mh.org.au)

Please visit the Victorian WorkCover Authority website for further information:

[www.vwa.vic.gov.au](http://www.vwa.vic.gov.au)



The Royal  
Melbourne Hospital