

TELE REPORT RETRIEVAL SERVICE

A fact sheet for providers

For many years, telehealth has been adopted to successfully deliver health-related services. This trend was turbo-charged during the Covid lockdown era, when it became essential to the continuation of services.

In 2022, UHG adopted the use of telehealth for the completion of medical information requests. UHG's Tele Report Retrieval Service allowed providers to talk to a UHG nurse, answering the questions required from a medical report over the phone, at a time that suits them.

The aim of the Tele Report Retrieval Service is to reduce the administrative and time burden placed on health providers in relation to medical information requests. The service enables reports to be completed fully, accurately and quickly, which supports timely and informed decision making and an improved patient experience.

This is how it works

1. To assist with an insurance claim or application, UHG is asked by a business to retrieve medical information about an individual from the individual's health provider.
2. UHG contacts the health provider to:
 - a. Confirm the patient is still with the clinic/provider.
 - b. Share the questions that will be asked on the day of the interview to allow for preparation.
 - c. Schedule a convenient time for the tele interview to be conducted, including after hours options.
 - d. Book the time in the clinic's system, turning off any alerts or reminders to the patient (who is not required for the tele interview).
3. On the day of the tele interview, the health provider calls the UHG contact centre at the scheduled time. The number is 1300 558 583. Providers select option 3 and then 1 to speak to the appropriate nurse.
4. The tele interview is conducted, with all questions answered and any follow up questions completed for clarity or fullness.
5. Any supporting documentation is securely submitted to UHG on the same day as the tele interview.
6. The interview is transcribed into a written report, with the recording and transcript available via medEbridge® on the same day as the interview.
7. The health provider raises an invoice and submits this to UHG.
8. The provider's invoice is paid within two business days of receipt.

Results and impact

The Tele Report Retrieval service provides an easier and preferred method for health providers. It means they spend less time on information retrieval requests and more time with their patients.

Since the UHG Tele Report Retrieval Service commenced, over **8,500 reports** have been completed using this method, rather than traditional report writing.

The Tele Report Retrieval Service:

- ✓ Reduces the need for GPs to work outside of hours
- ✓ Frees up valuable time which can then be spent treating patients
- ✓ Is quicker and easier than traditional report writing: the service has shown to halve the time taken to retrieve information

The Tele Report Retrieval Service is suitable for:

- Treating doctor reports
- Brief medical reports
- Underwriting and claims teams
- Urgent requests

To learn more

Please call 1300 558 583 or email teleteam@uhg.com.au

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Frequently asked questions

What is the number I call to complete the tele report interview?

Please phone 1300 558 583 and listen to the voice prompts to select the appropriate option.

Who will I be speaking to when I call UHG for a tele report interview?

You will be speaking with one of UHG's tele nurses, who have backgrounds as an Enrolled Nurse or Registered Nurse.

Will the UHG operator have an understanding of medical terminology?

Yes. UHG's tele nurses understand the medical terminologies within the scope of the interview.

Does my patient need to be on the tele report interview call or with me when it takes place?

No, the patient does not need to attend the tele interview appointment. A consent form will be sent with the original request. UHG are obtaining details regarding medical history that the patient disclosed to the insurance company.

Will I see a list of the questions I need to answer before we conduct the call?

Yes. The questions will be provided in the original request sent to your clinic so that you can prepare appropriately.

How long with the tele report interview take?

A tele interview typically takes a standard consultation of 15 minutes, however it will depend on the individual patient's medical history. Please inform UHG if your patient has an extensive medical history and requires a double consultation.

Is it faster to complete a medical report request via phone?

Yes. A tele report interview removes part of the administration time and minimises contact between UHG and your clinic. UHG will send a request, contact the clinic via phone and book the appointment. During the appointment, the UHG tele nurse will transcribe a report based on what is discussed in the interview and send it to you to review. If supporting evidence is required, it is best to send that during the time of the interview.

Do you complete these via telephone or video conferencing?

The tele interviews are conducted over the phone only. The calls are recorded for quality and compliance purposes. If you do not wish to be recorded, please let UHG know.

Do I get to review the transcription of the call / the final report before it is submitted?

Yes. The transcript will be sent to you after the tele interview, along with the option to fill out an amendments document if you feel there are changes needing to be made or provide some additional information. You are not obligated to fill the amendments if not needed.

To learn more

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Frequently Asked Questions

What if I am running late to the appointment?

UHG has a team of nurses working business days who are available over the phone from 8am to 6pm. We understand that health care providers run late and we will accommodate this in most circumstances. There are also opportunities for you to call outside of an appointment booking time if you have a moment free to complete the tele interview.

How do I reschedule the appointment?

To reschedule, please contact UHG on 1300 558 583. Listen to the voice prompts to select the appropriate option.

I have received a request to complete a written report. Can I request this to be changed to a tele service instead?

Most requests for a report can be completed as a tele-interview instead. Please contact UHG to discuss further.

How do I provide supporting documentation to go with the verbal responses I provide?

All supporting documentation can be sent by email to teleteam@uhg.com.au or via fax on (03) 9957 8100.

How much am I paid for the tele interview?

All health care providers charge different fees. Typically, UHG are charged the cost of a consultation fee, or by the amount of time taken.

How do I send my invoice to UHG?

Invoices can be sent to UHG by email to teleteam@uhg.com.au or via fax on (03) 9957 8100.

When will UHG pay my invoice for the tele interview?

UHG endeavours to have invoices paid within 48 hours of receiving the invoice.

To learn more

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