

**Service Level Agreement for Inclusion on
Personal Injuries Assessment Board (PIAB) Independent Medical Panel**

Practitioners are required to:

Qualifications / Facilities:

- Provide a copy Curriculum Vitae along with any other appropriate or relevant documentation confirming experience
- Be registered in the General Division of the Register of Medical Practitioners in accordance with relevant provisions under Section 46 of the Medical Practitioners Act 2007, or the Specialist Division of the Register of Medical Practitioners where relevant in accordance with relevant provisions under Section 47 of the Medical Practitioners Act 2007.
- Hold a primary qualification recognised by the Medical Council of Ireland and be a fully registered practitioner on the General Medical Register with the Council.
- Have an appropriate registerable additional qualification in accordance with his / her specialisation. Where the speciality is included on the Register of Medical Specialities recognised by the Medical Council of Ireland, the doctors should provide proof of either:
 - (i) registration of that Speciality Register or
 - (ii) evidence of satisfactory completion of such specialist training if not on the speciality Register.
- Have suitable premises in which to carry out in person claimant examination

Operational:

- The Board require that medical practitioners commissioned to undertake independent medical examination and reports as part of the Board's operational process:
 - Use the Board's Form B Medical Template (**Appendix x** refers) the report should be comprehensive with a long term outlook for the Claimant's condition contained.
 - Submit reports which are clear, concise and give as far as possible a final prognosis and information as regards likely recovery periods. A prognosis for the injury should also be included as PIAB is bound by statute to make assessments within a nine month period from the date of consent. If a prognosis is not available at the time of examination, please advise PIAB when the prognosis is likely to be available.
 - Where a full recovery is unlikely outline the residual symptoms likely to be suffered by the Claimant and what effect these will have on their lifestyle/work.
 - Advise whether the accident has exacerbated any pre-existing symptoms / injury.
 - Include in reports only relevant medical details / history to the claim being made.
- Be able to provide in the first instance options for block booking and/or diary access for medical appointments. If block booking and/or diary access is not available provide over

the phone to a dedicated medical team medical examination appointments for dates within four weeks of the request and to supply a typed report within two weeks of examination ensuring, that as an independently commissioned medical practitioner by PIAB, you have not treated or reported previously on the claimant.

- In the event of a non-attendance phone / fax PIAB the same day providing an alternative timely appointment if so required
- Make reference to PIAB statutory obligations when requesting records / consultations and allow one month only for response to such requests before reporting to or updating PIAB.
- Include injury e.g. scarring photographs where requested or if deemed appropriate.
- Refer back to the claimant's own treating practitioner as regards any treatment issues necessary or requiring review.
- Submit reports securely by hard copy post / fax or encrypted e-mail

Finance:

Provide timely (and updated where appropriate) confirmation of PPS number, all relevant address/secretary details, proposed fees and tax clearance (copy documentation required - Section 1095 of the Taxes Consolidation Act 1997 refers) –

- Complete a supplier set up form confirming contact /address /secretary / bank / tax reference number / tax clearance access number (TCAN)/ VAT registration details and provide a timely update for any changes in same (Appendix 3 refers). Medical services such as required by the Board are subject to Professional Services Withholding Tax (PSWT – 20%); a F45 certificate will accompany remittance advice when payment is made. Further information in relation to PSWT can be found on www.revenue.ie/en/tax/pswt/
- Submit an invoice to PIAB by either post or e-mail (finance@injuriesboard.ie) at the same time as the report and in the following format:
 - on headed A4 paper including practitioner's name and address
 - Personal Injuries Assessment Board, Tallaght, Dublin 24 detailed as payer
 - titled "Independent Medical Examination"
 - no references to medico-legal or court attendance
 - PIAB claim reference, claimant name and date of examination included
 - invoice date and invoice number included
 - Fee charged – if VAT is applicable show Fee amount, VAT charged (including VAT rate) and Total on invoice e.g.:
 - Fee xxx
 - Vat @ x% xx

- Total Due xxx
- VAT registration number must be quoted on the invoice if charging VAT
- The PPS number should be provided once on the supplier set up form. The PPS number should not be included on the invoice.
- The Board will endeavour to discharge invoice within the terms of Prompt Payment Legislation.
- A statement should be provided where fees outstanding are in excess of 30 days.
- Any finance queries should be addressed to dedicated e-mail address
finance@injuriesboard.ie.

Complaints - Respond within ten calendar days when alerted with regard to a complaint

Data Protection - Comply fully with the provisions of the Data Protection Acts 1998 & 2003 in performing services for PIAB including registering with the Data Protection Commissioner as a controller of data

Innovation - Engage, where appropriate, with PIAB in respect of new technologies / applications / service delivery initiatives, as a means to providing excellent customer service and maximising efficiencies

Will, as part of future requirements deal with the Board electronically, i.e. by way of portals

Failure to adhere to any of these SLA requirements may result in exclusion from the independent medical panel.

This agreement will be reviewed on a regular basis.

Applicable from May 2017

Signed by: _____

Date: _____

Personal Injuries Assessment Board

Signed by: _____

Date: _____