

FEEDBACK REPORT



Work stream no. 1 - Medical / Healthcare Aspects – Sub-stream 5b

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Sub-stream No. 5b		Medico-legal evaluation and reporting – (RAF1 – Experts – ML Reports – Joint Minutes – Claims Handlers)				
FOCUS AREA	SOLUTION	CLAIMANT	STATUS	DEPENDENCIES	ACTIONS TO IMPLEMENT	IMPACT ON KEY RAF ELEMENTS
<p>A. RAF1 medical Report Form. Poorly designed form. Meaningless use of ICD10 codes.</p> <p>B. Experts Inexperienced practitioners used as "experts". Counterproductive and costly conflict between experts.</p> <p>C. ML reports. Lacking in necessary facts/reasons. Padded with quotations and circumlocutory waffle.</p> <p>D. Joint minutes. Non-compliance with High Court Directive. Meaningless clerical style minutes.</p> <p>E. Claims handlers. Many not qualified or experienced in evaluating claims or negotiating settlements.</p>	<p>A. Redraft RAF1 form.</p> <p>B. (i) Instruct ML experts who are registered according to objective and independent criteria. (ii) Propose joint appointment of single experts.</p> <p>C. Objective explanatory reports - lucidity and brevity - engaging critical issues with necessary facts and reasons.</p> <p>D. (i) Standing instruction for all opposing expert peers to meet. (ii) Comply with directions in Ntombela judgment.</p> <p>E. Recruitment and training of capable claims handlers.</p>	<p>A. All stakeholders will better understand the injury diagnosis.</p> <p>B. Major cost and time savings. Enable understanding and settlement between parties.</p> <p>C. As above for B.</p> <p>D. As above for B.</p> <p>E. Further cost and time savings by claims handlers capable of rational evaluation and settlement of claims.</p>	Complete	<p>In-bound – Input / info needed from another group in order to proceed - NO</p> <p>Outbound - Need to complete before other group(s) can proceed. YES</p>	<p>A. Redraft RAF1 form.</p> <p>B. Publish RAF directives.</p> <p>C. Publish RAF directives.</p> <p>D. Publish RAF directives.</p> <p>E. RAF to recruit and train empowered claims handlers.</p> <p>(COMMENT A. B. C. D. and E. In collaboration with outside experts/organizations if necessary. APRAV and SAML A are willing to assist.)</p>	<p>1. Impact on RAF Act? POSSIBLY</p> <p>2. Impact on RAF Regulations? POSSIBLY</p> <p>3. Impact on settlement agreements? DEFER TO LEGAL STREAM</p> <p>4. Impact on RAF budget? DEFER TO FINANCE STREAM</p> <p>5. Impact on Fuel Levy? DEFER TO FINANCE STREAM</p>