



Document created in accordance with section 17 of the *Freedom of Information Act 1982 (Cth)*

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Request details: *"...the total number of Contract Medical Advisers contracted / Employed by DVA as at 30/09/2020. Then categorise them into Medical Advisers versus General Dentists. I further require information on which procedure the Department of Veterans' Affairs delegates use to engage a Medical Adviser when they require a medical opinion."*

As at 30 September 2020:

<i>The total number of Contracted Medical Advisers as at 30 September 2020</i>
Noting that all Medical Advisers are contracted and are not APS employees of the Department of Veterans' Affairs (the Department), as at 30/09/2020 the Department has a total of 60 Medical Advisers who assist claim delegates.
<i>Categorised into Medical versus General Dental Advisers</i>
Of the 60 Contracted Medical Advisers, there are 58 general Medical Advisers and 2 general Dental Advisers.
<i>The procedure used by delegates in the Department to engage a Medical/ Dental Advisor for an opinion</i>
When a new claim is received from a veteran, the claim is registered and then allocated to a delegate. If the delegate requires a medical opinion to assist with the claim, they must submit a request to a centralised inbox where the pool of Medical Advisers can access the requests. Each request is picked up by in date order, oldest being first. Whichever Medical Advisor has picked up the request will provide the delegate with an opinion, in order to assist the delegate in reaching a decision. Delegates may not send requests for opinions directly to a specific Medical Adviser unless there is an urgent requirement to do so, in which case this must only occur in consultation with their manager.