

# NSW Certificate of Capacity / Certificate of Fitness

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## ABOUT THE PRODUCT

The Konnect NET team at Clanwilliam Health have created a simple digital process for completing SIRA's [NSW Certificate of Capacity / Certificate of Fitness](#) form, which is available under HealthLink Forms within your practice software.

Konnect NET is committed to making it easier for GPs and other health providers in Australia to securely share medical information with the insurance sector. We are offering this solution to make it easier for you to create a PDF of the SIRA form and reduce the chance of errors and missed information during this process. While we have some exciting initiatives in the pipeline, in the meantime we would love to hear your ideas on how to make it better too!

## KEY BENEFITS

### 1. Easily reuse a certificate with new dates

In addition to using the latest patient and provider details from your records, you can copy over details such as work capacity from a previous certificate, with the exception of dates.

Is this the initial certificate for this claim? \*

Yes  No

Prepopulate from previous certificate ⓘ \*

Please select a certificate ▲

WC: ABC123 - Date of Injury: 01/02/2023 - Cert Date: 17/02/2023 - Review: 02/03/2023 - Insurer: icare

WC: Unknown - Date of Injury: 02/02/2023 - Cert Date: 09/02/2023 - Review: 03/03/2023 - Insurer: Unknown

Certificate not in this list

### 2. Send certificates directly to an insurer

Certificates are sent directly to the selected insurer, if they have signed up with us, potentially reducing the number of calls to your practice for missing certificates.

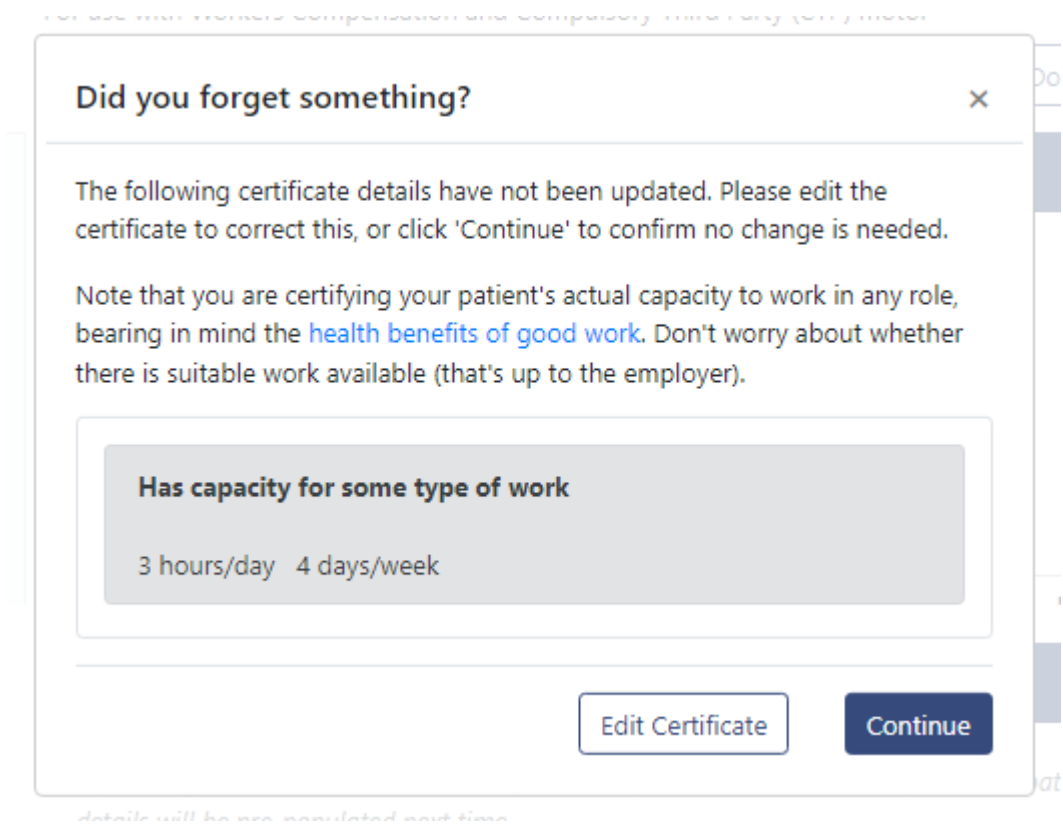


Certificate successfully completed and sent to HEM (Hotel Employers Mutual).  
**Please give a copy to the patient** for them to sign and share with the insurer.



### 3. Make fewer mistakes

We check for missing information and warn you if fields have not been updated from a previous certificate, in case anything was missed.



### 4. A breeze to complete

Our modern form design makes it simple to get it done. For instance, we hide sections of the form that do not need to be filled in, and we calculate the number of days between two dates so you don't have to.

Capacity level \*

- Is fit for pre-injury work
- Has capacity for some type of work
- Has no current capacity for any work

From \*

03/03/2023

To \*

16/03/2023

14 days

## 5. Your patient can sign the form

Our form gives you the option for the patient to sign and complete both the Injured Person's Consent and Employment Declaration before you complete the form. They can do this using their own device via a QR code or they can sign using your computer. When you choose any of these options, the PDF version of the completed form will automatically include these details.

**Injured person's consent**

I consent to my treating medical practitioner, my employer (optional for CTP claims), the insurer, other medical practitioners or health related practitioners (whether consulting, treating or examining), workplace rehabilitation providers and SIRIA exchanging information for the purpose of managing my injury and workers compensation/motor accident injury claim.

I understand this information will be used by SIRIA and insurers to fulfil their functions under the motor accident insurance and workers compensation legislation.

Signature  Date (dd/mm/yyyy)

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**Section 3: Employment declaration** (not to be completed by the treating medical practitioner)

This section is to be completed by the person prior to sending to the insurer (or employer).

First name  Last name

I have  I have not (tick appropriate box)

engaged in any form of paid employment, self employment or voluntary work for which I have received or am entitled to receive payment in money or otherwise since the last certificate was provided, that I have not yet declared to the insurer.

If so, please provide details below

I declare that the details I have given on this declaration are true and correct, knowing that false declarations are punishable by law.

Signature  Date (dd/mm/yyyy)

## 6. Securely share the completed form with your patient

After completing the form, you can securely share a copy of the completed PDF version of the NSW Certificate of Capacity / Certificate of Fitness form with the patient. The form is secured by an access code you provide the patient.

### Certificate of Capacity / Certificate of Fitness

For use with Workers Compensation and Compulsory Third Party (CPT) motor accident injury claims. This certificate should be completed whether the person was employed at the time of the accident or not.

Certificate successfully completed. A copy has been saved against the patient record and also sent to QBE. Please [download/print a copy for the patient](#) to sign and share with the insurer. X

What would you like to do next?

**Email Certificate to Patient**

Securely send a copy of the medical certificate to your patient, so that they can sign and share it with their insurer/employer. This is protected by a system-generated access code that gets created after the certificate is sent. You need to give the access code to your patient.

Please verify the patient's details, including their mobile number if you want the access code sent via SMS.

Patient email address \*

  Send access code via SMS

Patient mobile number \*

# FREQUENTLY ASKED QUESTIONS

## Background

1. *Who is Konnect NET?*

Konnect NET is the part of Clanwilliam Health that specialises in connecting insurers with health providers. You may already be familiar with HealthLink, also part of Clanwilliam Health, whose technology we have incorporated into our solution.

2. *How do I access the form?*

Simply click on the "NSW Certificate of Capacity" link in the General Services section of the HealthLink Forms page. We have video tutorials on how to access this page for the different clinical software systems at <https://au.healthlink.net/products/smart-forms/>.

## Form Content

3. *Does the digital form contain everything in the PDF form?*

No – we are expecting doctors to simply fill out the parts that they need to.

4. *Why can I not find a certificate I have previously completed in the dropdown?*

There could be various explanations for this, including if the previous certificate was completed:

- outside our Konnect NET solution
- prior to our data retention period of 90 days
- for a different practice than the one you are currently signed in to

## Insurer Selection

5. *Why am I asked to specify an insurer?*

Specifying the insurer allows us to send the completed form straight to them (if they are participating in our solution), reducing delays and improving the patient experience. You have the option to tick the "Unknown" checkbox if you are unsure who the insurer is.

6. *Which insurers are on the solution?*

This list is subject to change as we bring more insurers on board. As of Jan 2024, they are:

- EML\*
- Adecco Holdings Pty Ltd
- Australian Unity Limited
- Estia Investments Pty Ltd
- HII (Hospitality Industry Insurance) – previously HEM/CEM
- Life Without Barriers
- Trinity Insurance
- Woolworths Group Ltd
- Youi

\* this includes EML TMF for the government sector

*7. How do I know if the certificate will be sent directly to the insurer?*

Messaging within the form advises you of this, both before and after form submission. For instance, on the "Ready for Completion" popup, the button will say "Complete & Send" instead of "Complete".

## Process

*8. Do I still need to sign the form?*

Where the form is sent directly to an insurer participating in our solution, there is no need for you to sign – the insurer will know who completed the form based on your access to the HealthLink Forms page. However, for other insurers, we ask that you follow your current process. The same applies for the patient's signature. To help us design a better solution, please complete this [workflow survey](#).

*9. Do I need to download a copy of the form?*

On successful form completion, a PDF copy of the form will be automatically stored against the patient record. Depending on your practice software, you will find this under Correspondence Out or Letters. However, you have the option to download a copy manually also, by clicking the "Download/Print" button. You may wish to do this to share a copy with your patient.

## Improvements

*10. What improvements do you have planned?*

We will continue to enhance our solution based on doctor feedback. We'll let you know key updates as they become available.

*11. I have some thoughts on further improvements – what should I do?*

Please share your suggestions with us using our feedback button within the medical certificate or using our contact details below. We are always open to more detailed discussions as well, should you wish to join us in workshop sessions.

should be completed whether the person was employed at the time of the accident or not.

**Form Feedback for Konnect NET**

How easy was it to complete this form?

★ ★ ★ ★ ★  
Poor Fair Good Very Good Excellent

Please share your feedback or suggestions for improvement.

Provide as much detail as you can, without including personal or patient information.

0 / 1000

I would like to be contacted about this.

**Konnect NET**  
feedback@konnectnet.com.au  
1800 125 036 (option 1)

Cancel Send Feedback

## CONTACT US

Got suggestions for improvements? Feedback or questions? We would love to hear from you! Simply get in touch our product team at [feedback@konnectnet.com.au](mailto:feedback@konnectnet.com.au)

Should you encounter an issue accessing, completing or submitting the form, please contact the HealthLink Helpdesk on 1-800 125 036.