

Your request was reviewed by a Worksafe Medical Advisor who provided the following recommendation:

-Based on the available medical information and the IME report the diagnosis is of mild degenerative disc disease.

Mr Reddy has already been seen by two neurosurgeons who advised him against surgery.

There is no clinical justification for the proposed Ketamine infusion as there is no evidence of radiculopathy and disability/incapacity.

Having this decision reviewed

If you disagree with this decision the following options are available:

1. Internal review

You may request to have the matter referred for review by a Senior Officer at Gallagher Bassett. Your file and this decision will be reviewed by a Senior Officer who was not involved in the original decision. You may provide any additional information you think is appropriate. We will pay the reasonable costs of obtaining this information. It is recommended that you still lodge a *Request for Conciliation* within 60 days (see below).

2. Conciliation

You may take the matter to the Accident Compensation Conciliation Service (ACCS). Conciliation is a free service. To refer a dispute to the ACCS you must lodge a *Request for Conciliation* form with the Senior Conciliation Officer, ACCS, Level 9, 460 Lonsdale Street, Melbourne, 3000 within 60 days of receiving this letter. The Senior Conciliation Officer may accept a request outside the 60 days but only upon application in appropriate circumstances. *Request for Conciliation* forms are available from this office. You can also obtain a form and information brochure from the ACCS at www.conciliation.vic.gov.au or by calling 1800 635 960.

3. Court application

Once you have been through the conciliation process, and if you are still not happy with the decision, you may then commence proceedings in the Magistrates' or County Court. To commence court proceedings, the Conciliation Officer must have issued a certificate stating that all reasonable steps have been taken to settle the dispute. A solicitor can advise you about legal action.

If you require assistance

To make a general enquiry or for assistance with disputed claims and the ACCS process, please refer to appendix one attached.

What you need to do

If you would like this decision reviewed, you will need to follow the steps outlined above. You should also discuss your progress and ways you can manage your injury or illness with your treating medical practitioner.

Where to get more information

If you have any questions about this letter, please contact me on freecall 1800 774377 or directly on (03) 92979181.