



MyGuide 2

Medical treatment and supplies

When we use the word 'you', we mean the participant in the National Injury Insurance Scheme, Queensland.

When we use the words 'us', 'our' or 'we', we mean the National Injury Insurance Agency. This includes your Support Planner.

We will pay for medical treatment and supplies that you need because of your accident, if they are 'necessary and reasonable'. To understand how we decide this, read [MyGuide 1: what we pay for](#) (PDF, 193KB). You can download this and other MyGuides from [our website](#). Or ask your Support Planner for a printed version.

This MyGuide is a simple form of the [Medical and pharmaceutical treatment guideline](#) (PDF, 398KB), which is part of the [Treatment, care and support guidelines](#) (PDF, 1.7MB).

What we mean by medical treatment

Medical treatment means treatment, services and devices that are provided or endorsed by a registered medical expert. It includes things like:

- appointments
- surgery
- tests, scans and x-rays
- treatment by a medical practitioner
- pain management.



What we mean by medical supplies

Medical supplies may mean medicine or medical supplies. It includes items from a chemist or pharmacy, including:

- medicines and complementary medicines (like vitamins and mineral supplements) prescribed by your doctor
- over-the-counter medicines
- other supplies like bandages, dressings, and pads.

How we decide what we pay for

We will pay for medical treatment and supplies if we think they are 'necessary and reasonable'. This means they:

- are recommended by a medical professional
- benefit you
- fit in with your other treatment care and support
- are proven to be effective.

Read more about what we mean by 'necessary and reasonable' in [MyGuide 1: what we pay for](#) (PDF, 193KB).

What we pay for

If we think they are 'necessary and reasonable' we will pay for:

- treatment and supplies listed on the Medicare Benefits Schedule
- telehealth services
- transport costs.

What we do not pay for

We are not required to pay for medical treatment and supplies that:

- are not related to your accident
- should be provided by Queensland Health
- should be provided by emergency services
- are not legal
- are part of a medical trial
- are experimental
- are from outside Australia
- are general everyday things like:
 - toilet paper
 - laundry products
 - personal grooming items
 - cosmetics, food and drinks
 - sunscreen, other than for scar management
 - contraceptives.

Contact us

The MyGuide series is a simple version of the [Treatment, care and support guidelines](#) (PDF, 1.7MB). For more information, contact your Support Planner or the NIISQ Agency.

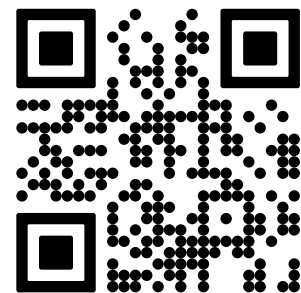
 **Telephone 1300 607 566** and we will call you back.

If you prefer to talk to us in your own language, call us and we will arrange an interpreter to effectively communicate with you.

If you are d/Deaf, hard of hearing, or have a speech communication difficulty, contact us through the National Relay Service. Choose your access option ([information here](#)) and provide 1300 607 566 when asked by the relay officer.

 **Email** enquiries@niis.qld.gov.au

Visit niis.qld.gov.au
or scan the QR code



If you're in an emergency, please call 000.

We're not a first response medical provider.

The information provided in the *Treatment, care and support guidelines* is intended to provide general guidance. The guidelines are not legal advice. Please refer to the *National Injury Insurance Scheme (Queensland) Act 2016* and *National Injury Insurance Scheme (Queensland) Regulation 2016* for more details about the National Injury Insurance Scheme, Queensland. It is intended that the guidelines will be modified and updated over time as the NIISQ develops.