XPLORE · RADIOLOGY

What to Expect at Your WorkCover Imaging Appointment

A step-by-step guide for patients referred for X-ray, CT or ultrasound imaging following a workplace injury — from booking through to your results.

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> If you've been referred for an X-ray, CT scan or ultrasound after a workplace injury, this guide walks you through exactly what to expect — from what to bring, to checking in, to how and when your results are reported back to your doctor and insurer.

1 Before Your Appointment

We recommend booking by phone where possible for WorkCover referrals, so our team can confirm your details and talk you through anything you're unsure about. Before you call or arrive, have the following ready:

What to have ready when you book

- [x] Your WorkCover claim number, if you have one
- [x] Your insurer's name and, if known, your case manager's contact details
- [x] The referral from your treating doctor
- [x] Photo ID

Don't have a claim number yet? That's okay — see “What happens if I don't have my claim number yet?” in the FAQs below.

2 Checking In

When you arrive, our reception team will confirm your claim details and check your referral. If your claim hasn't been formally accepted yet, your scan can usually still go ahead — see our WorkCover page for more detail on how that process works.

3 During Your Scan

Your scan is performed exactly the same way as it would be for any other patient. Our radiographers are experienced with WorkCover paperwork, but the imaging itself doesn't change — what you have depends on what your doctor has requested: an X-ray, a CT scan or an ultrasound.

4 After Your Scan: Results & Reporting

Results are typically sent through within 24–48 hours, though more complex or specialised exams can take a little longer. Once a radiologist has reviewed your images, a report is sent to your treating doctor and, in most cases, your insurer or case manager.

We don't discuss results with you on the day — your doctor is best placed to explain what they mean for you, so please book a follow-up appointment with them to go through your results.

5 If Your Claim Status Changes

Most WorkCover claims proceed smoothly. If your claim is later disputed or not accepted, you may become responsible for the cost of the imaging already performed. If you're ever unsure where your claim stands, it's worth checking in with your case manager or insurer directly.

Ready to book your WorkCover imaging appointment?

Call your nearest clinic, or visit our WorkCover page to learn more.

6 Frequently Asked Questions

Do I need to bring anything else besides my referral and claim number?

No — there's no separate incident report or special insurer form required. Your referral, claim number (if you have one) and photo ID are enough to get started.

What happens if I don't have my claim number yet?

In many cases, imaging can still be arranged within set timeframes even before a claim number has been issued. Let our team know when you book and we'll talk you through your options.

Will someone explain my results to me on the day?

No — your report is sent to your treating doctor (and usually your insurer or case manager), and we'd recommend booking a follow-up with your doctor to discuss what the results mean for your treatment.

Is there anything different about a WorkCover appointment compared with a normal referral?

Not really — the main difference is the paperwork at check-in. The scan itself is performed exactly the same way, regardless of who is paying for it.

Book Your Appointment at a Location Near You

All clinics open Monday–Friday, 8:30am–5:00pm • info@xrad.com.au

Location	Address	Phone
Leeton	79A Kurrajong Avenue, Leeton NSW 2705	(02) 6953 4644
Narellan	30 Queen Street, Narellan NSW 2567	(02) 4648 4415
Griffith	119–121 Yambil Street, Griffith NSW 2680	(02) 6962 3335
Leppington	5 Emerald Hills Boulevard, Leppington NSW 2179	(02) 8073 7834
Camden	37 John Street, Camden NSW 2570	(02) 4610 4029