

# Understanding the role of medical consultants

Medical consultants are independent physicians contracted by WCB-Alberta to be medical resources to the claims process. They are licensed with a practice permit for independent practice in the province of Alberta.

## Who makes decisions on your claim?

Your **adjudicator or case manager** is responsible for making decisions about your claim. They consider medical information, the *Workers' Compensation Act* and WCB policy to ensure you receive the [right benefits and services](#) at the right time.

## How medical consultants assist your adjudicator or case manager

Medical consultants help by providing **objective, evidence-based medical opinions**. They **do not** make claim decisions.

### Medical consultants may:

- Review medical information and respond to questions from case managers and adjudicators about proposed treatment options for injured workers.
- Share their expert opinions on diagnoses, medical information, work-relatedness and fitness to work based on evidence.
- Liaise with treating physicians in the community to discuss the care and fitness of injured workers.

### Medical consultants do not:

- Treat claimants or conduct clinical examinations.
- Order tests or investigations (e.g., blood tests, diagnostic imaging, etc.).
- Make claim decisions or manage claims.

To avoid conflicts of interest and maintain patient privacy and confidentiality, a medical consultant will not be involved in your claim if they have previously provided you with medical care.

## Additional resources

- [Claims process worker fact sheet](#)

