**Appendix 1.** Insurer and health professional data collected based on recommendations of the guidelines

| **Guideline recommendation** | **Insurer data collected** | **Health professional data collected** |
| --- | --- | --- |
| Classification of whiplash | WAD classification based on QTF system | Diagnosis given by the health professional   * + - * WAD classification based on QTF system       * Whiplash injury (no QTF grade)       * Other: soft tissue injury, neck (cervical) sprain/strain, myofascial pain |
| Imaging |  |  |
| Plain radiographs | Decision outcome   * + - * Approved       * Declined       * No record available   Decision reason  Number of days from imaging (plain radiograph, specialised imaging) request to date of insurer decision | Source of x-ray request   * + - * Done at emergency department       * General practitioner       * Medical specialist       * Physiotherapist       * Chiropractor       * Other health professional   Number of days from accident to x-ray request  Number of days from accident to x-ray receipt  Justification for x-ray request |
| Specialised imaging | Type of specialised imaging technique requested   * + - * Magnetic resonance imaging       * Computed tomography scan       * Ultrasound       * Bone scan       * Electroencephalography/Electromyography       * Other specialised imaging technique   Source of specialised imaging request   * + - * Done at emergency department       * General practitioner       * Medical specialist       * Physiotherapist       * Chiropractor       * Other health professional   Number of days from accident to specialised imaging request  Number of days from accident to specialised imaging receipt  Justification for specialised imaging request |
| Prognosis | Assessment of pain (VAS, NRS)  Assessment of disability  Assessment of expectation of recovery  Other factors identified by the insurer that would impact on recovery | Prognostic tools used   * + - * Pain rating scale (VAS, NRS)       * Neck Disability Index       * Impact of Events Scale       * Other prognostic tools   Assessment of expectation of recovery  Other factors identified by the health professional that would delay recovery |
| Treatment |  |  |
| Medical services |  | Number of days from accident to medical (GP) consultation  Number of medical (GP) visits  Cost of medical (GP) consult  Type of medications prescribed   * Simple analgesics * Non-steroidal anti-inflammatory drugs * Oral opioids * Anti-depressant * Anti-convulsant * Muscle relaxant |
| Physical treatment | Decision outcome   * + - * Approved       * Declined       * Partially approved       * No record available   Decision reason  Number of physical treatment sessions approved  Number of treatment plans approved  Cost of treatment  Number of days from treatment plan request to date of insurer decision | Physical treatment professional   * Physiotherapist * Chiropractor * Osteopath * Exercise physiologist * Other   Number of days from accident to physical treatment consultation  Type of physical treatment provided   * Education * Self-management * Manual therapy * Supervised exercises * Electrotherapy   Number of physical treatment sessions requested  Duration of physical treatment (number of weeks)  Number of physical treatments received  Cost of physical treatment |
| Referral |  |  |
| Specialists | Decision outcome   * + - * Approved       * Declined       * No record available   Decision reason  Number of days from referral (specialist, psychologist) to date of insurer decision | Type of specialists   * + - * WAD specialist:[6] specialist physiotherapists, specialist chiropractors, musculoskeletal medicine practitioners, rehabilitation physicians, pain medicine specialists or occupational physicians       * Surgical specialist: orthopaedic surgeon, neurosurgeon, general surgeon       * Other specialist: neurologist, psychiatrist, rheumatologist   Number of days from accident to specialist referral  Justification for specialist referral  Outcome of specialist referral |
| Psychologists | Number of days from accident to psychologist referral  Justification for psychologist referral  Psychologist diagnosis  Treatment recommendation  Number of psychology treatment sessions  Cost of psychology treatment |

WAD, whiplash associated disorder; QTF, Quebec Task Force; VAS, visual analogue scale; NRS, numeric rating scale; GP, general practitioner

**Appendix 2.** Quebec Task Force classification of grades of WAD

|  |  |
| --- | --- |
| **Grade** | **Classification** |
| 0 | No complaint about the neck.  No physical sign(s). |
| I | Complaint of neck pain, stiffness or tenderness only.  No physical sign(s). |
| II | Neck complaint AND musculoskeletal sign(s).  Musculoskeletal signs include decreased range of movement and point tenderness. |
| III | Neck complaint AND neurological sign(s).  Neurological signs include decreased or absent tendon reflexes, weakness and sensory deficits. |
| IV | Neck complaint AND fracture or dislocation. |

WAD, whiplash associated disorder

Appendix 3. Flow diagram of claimant files included in the study

Eligible files identified from insurance records database (n=1146)

Eligible files that underwent randomisation

(n=1052)

Excluded (n=94)

* Age not >17 (n=7)
* WAD Grade 4 (n=42)
* Pedestrian, motorcycle rider, cyclist, pillion (n=45)

Excluded (n=64)

* Records could not be obtained (n=27)
* Insurer denied liability (n=10)
* Non-NSW resident (n=8)
* Incomplete forms submitted (n=19)

Files included for analysis

(n=288)

Files identified for data extraction

(n=352)

WAD, whiplash associated disorder; NSW, New South Wales