**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 reasonNumber 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 requestNumber of days from accident to x-ray receiptJustification 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 requestNumber of days from accident to specialised imaging receiptJustification for specialised imaging request |
| Prognosis | Assessment of pain (VAS, NRS)Assessment of disabilityAssessment of expectation of recoveryOther 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 recoveryOther factors identified by the health professional that would delay recovery |
| Treatment |  |  |
| Medical services |  | Number of days from accident to medical (GP) consultationNumber of medical (GP) visitsCost of medical (GP) consultType 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 reasonNumber of physical treatment sessions approvedNumber of treatment plans approvedCost of treatmentNumber 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 consultationType of physical treatment provided* Education
* Self-management
* Manual therapy
* Supervised exercises
* Electrotherapy

Number of physical treatment sessions requestedDuration of physical treatment (number of weeks)Number of physical treatments receivedCost of physical treatment |
| Referral |  |  |
| Specialists | Decision outcome* + - * Approved
			* Declined
			* No record available

Decision reasonNumber 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 referralJustification for specialist referralOutcome of specialist referral |
| Psychologists | Number of days from accident to psychologist referralJustification for psychologist referralPsychologist diagnosisTreatment recommendationNumber of psychology treatment sessionsCost 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