



**SENY PDC-A Comprehensive
Approach To Injury Prevention,
Mgmt & Cost Control**



Save Time. Feel Better.

Partnering with a provider who
understands the treatment of work
related injuries

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Agenda

- Why partner with a Medical Provider
- 5 Characteristics to look for in a provider
 - First Aid vs OSHA recordable
- Questions to ask a provider
- Q and A

Partnering with an Occupational Medicine Provider

Can you partner with an Occupational Medicine Provider in NYS?

As a general rule, employers may not direct their employees to a particular health care provider. Exceptions exist for employers who participate in the Preferred Provider Program or an Alternative Dispute Resolution Program. **Employers could and still can recommend care providing they inform employees of their rights to choose providers of their choice (Form C-3.1).** As of March 13, 2007, self-insured employers, insurance carriers and the State Insurance Fund are authorized to require employers to obtain diagnostic tests from a provider who is part of a network the employer, carrier and SIF has contracted with to provide such services. (WCL §13-a(7)(c)) In addition, beginning July 11, 2007, employers, carriers, and SIF may require employees to obtain prescriptions from a pharmacy with which they contract. (WCL §13[i]) In both situations, notice must be provided to the employee.

Copied from NYSWCB employers handbook page 82

<http://www.wcb.ny.gov/content/main/Employers/EmployerHandbook.pdf>

Why Partner with an Occupational Medicine Provider

With a partner

- Lower costs
- Employee feels you care
- Fast service
- Better communication
- Less lost work time
- Stronger follow up care
- Fewer OSHA recordables
- Easier Billing

Without a partner

- Confusion
- Poor employee experience
- Billing issues
- Lose track of the employee
- Unnecessary recordables
- Higher costs
- Longer case duration
- Less control

What to look for in a provider

- Established injury care programs and processes
- Focus on outcomes/ Occupational Medicine Expertise.
- Strong Physician relationships
- Structured and managed communication process
- Focus on Patient Experience

Established Injury Program Process

What you need

- Established Injury Program Process set up at beginning of project

Why it is important?

- Understanding by supervisors and employees on how to access appropriate treatment
- Faster care
- Injury reporting process
- Return to work policies
- Set up payer information
- Insurance/Payer information

Focus on Outcomes

What you need

- Focus on Outcomes. Occupational medicine expertise and philosophy

Why is it important

- Providers should be approved by NYS workers compensation board.
- Providers need to treat according to the NYS guidelines.
- Providers need to look at the best way to get the patient back to full duty as safely and quickly as possible.
- Providers should be able to identify the specific origins of workplace injuries and implement a return-to-work plan, which will increase employee productivity and decrease the cost of care.
- Plan for Specialist Referrals
- Providers need to understand OSHA guidelines to recordability

First Aid

- Hot and cold Therapy (ice packs)
- Splints, finger guards
- Drilling of finger nails
- Eye patch-removal of foreign body using irrigation or cotton swab
- Over-the-counter medication
- Using wound coverings (steri-strips or anything short of sutures)
- Removing splinters or foreign material from areas other than the eye by irrigation, tweezers, cotton swabs or simple means

Physician Relationships

What you need

- Strong Physician relationships

Why is this important?

- Physicians need to understand workplace environments and job descriptions
- Employers should visit facility
- Employers should be able to speak to physician for clarification of injuries, work restrictions, and return-to-work plans

Communication

What you need

- Structured and managed communication process

Why is it important

- Patient Visit Reports
- Physician calls to employers when special challenges occur
- Employers and insurance companies get clearer view of each case allowing for effective case management.
- Facility understands who is working at a job site and who to contact regarding that injured employee.

Patient Experience

What you need

- Focus on the patient experience

Why is it important

- Positive patient experiences drive compliance with treatment plans and improve outcomes.
- Includes check-in procedures, wait times, and overall experience with entire staff.

Questions to ask Provider

- Are you certified by the NYSWCB? If so, what is your WCB number?
- What is your philosophy of treating work related injuries?
- Do you understand OSHA Recordability?
- What is the average wait time?
- What are your hours of operation?
- How do you communicate with employers?
- What happens when a referral to a specialist is needed?
- How many of your doctors are full time employees?
- What other services do you provide? Drug testing, BAT, Respirator clearance, etc.

Questions????

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