



Treating Injured Workers

Urgent Care Provider's Perspective

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Learning Objectives

- ▶ Review key characteristics for Urgent Medical Treatment.
- ▶ Provide a historical perspective for Patient First's industry experience.
- ▶ Define the importance of strong relationships and their influence on continuity of care.
- ▶ Identify best practices in treating injured workers and potential barriers to effectively providing medical services to injured workers.
- ▶ Discuss *New* Patient First initiatives to minimize potential barriers.

Patient First[®]

Medical Centers

Founded in 1981 by Dr. Richard P. Sowers III, M.D., Chairman & CEO

78 Medical Centers across the Mid-Atlantic region

- Centers located in Virginia, Maryland, Pennsylvania and New Jersey
- Every Center is open 365-days a year from 8am to 8pm
- Walk-in, no appointment necessary
- Each location has on-site x-ray, lab and prescription drugs
- Board certified physicians on-site

**All Centers provide Urgent Care, Primary Care
and Occupational Health Services**

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Occupational Health

Since 1981, Patient First physicians and support staff have been providing occupational medicine services for employers and injured workers.

Occupational Health Mission

Providing convenient access to care and efficient medical services for employers and injured workers that helps ensure a safe and early return to work and reduce medical costs

Services Offered:

- Full service point-of-entry medical care for workplace injuries
- Referrals to qualified, in-network specialists as necessary (based on employer's panel)
- Post-injury/accident urine drug testing
- Blood/urine alcohol testing and breath alcohol testing
- Physical Examinations: return-to-work/fit for duty, pre-employment, DOT
- OSHA Compliant Hearing Testing/Vision Testing/Other Testing and Immunizations

Treating the Injured Worker

Building Relationships with Employers throughout our Communities

❖ **Recognizing & understanding employer industries**

- ❑ Knowledge of employee positions & job duties
- ❑ In-person employer on-site visits & review of work facilities by providers
- ❑ Patient First center location tours

Key Components (for successful treatment and return to work)

- Convenient access to care (with no appointment necessary)
- Simple registration and in-take process
 - Private communication with the injured worker Including language interpretation (if needed)
- Single patient/private treatment rooms
- Immediate Referral to qualified panel specialists (if necessary)
- Availability of Durable Medical Equipment (DME) (if necessary)
- Careful attention to employer Return-to-Work policies & Light Duty programs
- Communication with employer and injured worker for return-to-work status & follow-up care
- Reporting of work status and visit results to the employer, injured worker & specialists
 - Electronic availability of reports & records to the employer & injured worker
- Communication with Third Party Administrators (TPAs), Nurse Case Managers & Specialists

Best Practices and Improvement of Care

- What helps facilitate care for Injured Workers to ensure early & safe return-to-work and reduce costs?
- ⊘ What are the barriers to efficient care?

Facilitators:

- ✓ ***Employer establishes Workers' Compensation account for employee injury care***
 - Provides TPA/WC Insurance Carrier billing information & contacts
 - Employer contact person & phone number to verify employment and claim number/information
 - Injured Worker provides authorization form at time of registration
 - Includes: employer name & account number
other important information regarding worker's injury
- ✓ ***Resources for claims processing & resolution after initial visit/follow-up visits***
 - Employer contact including phone number and email
 - TPA/WC contact including phone number and email

Barriers:

- Lack of communication from employer (account not established)
 - Unknown employer name/wrong name provided by Injured Worker
 - No Employer contact information to verify employment & claim information
- Unknown TPA/WC Carrier billing information & contacts
- No response from TPA/WC Carrier requesting claim status

Future of Care for Injured Workers

Patient First -*New Initiatives*-

- ❖ Employer Outreach Program
 - **Employer Survey**
 - Requests feedback on:
 - Injured Worker registration process
 - Treatment and care provided to the Injured Worker
 - Work status and results reporting (access to treatment notes & other information)
 - Claims processing and billing practices
 - **In-person outreach by:**
 - Dedicated account managers & client service specialists assisting:
 - Employers and Injured Workers
 - Employer agents: including TPA/WC Carriers, nurse case managers and other agents
- ❖ New Center Locations
 - **Patient First Annandale, VA location opened October 12, 2023**
- ❖ Expansion of Occupational Health Services
- ❖ Enhanced Electronic Intake & Reporting Capabilities at center locations and via Employer Portal
- ❖ Educational news letter & seminars for employers focusing on workplace injury care/employer services