

Best Practices – Dealing with Worker’s Compensation Claims

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Case Study 1:

Joe works at Smith Factory. While walking between production lines on the factory floor, Joe slips and falls, striking his right elbow on the ground. His co-worker Tom, who witnessed the fall, rushes to help him up.

Early Intervention

- Who should Joe report the injury to?
- Who does Smith Factory need to report the injury to?
- What follow-up and documentation does Smith Factory need to conduct?

Initial Treatment and Medical Management

- Engage Medical Case Management:
 - Telephonic/Field Nurse Case Management
 - Telemedicine

Return to Work and Claim Resolution

- How can you encourage RTW?
 - RTW Best Practices and considerations.
- When does Smith Factory need to engage an attorney?

Case Study 2:

- Brenda works for Jones Wholesale on the loading dock and operates a forklift. On a Monday, Brenda reports to her supervisor that two weeks prior, while loading a truck, a box slipped off a pallet. Brenda reports that she exited the forklift, picked up the box, and felt a sharp, shooting pain in her back. Brenda tells her supervisor that she didn't say anything two weeks ago because she thought the pain would go away. Now, she says she wants to see a doctor.

Early Intervention

- Who should Jones Wholesale report the injury to, and when should they report it?
- What type of investigation into the alleged accident and Brenda's work history should Jones Wholesale do?

Initial Treatment and Medical Management

- Should Jones Wholesale assign a nurse case manager?
- Can Jones Wholesale tell Brenda who to see and when the appointments should be?

RTW and Claim Resolution

- How should Jones Wholesale balance the desire for Brenda to return to work with the concern of re-injury and/or precipitating, aggravating, or accelerating a pre-existing condition beyond normal progression?
- When does Jones Wholesale need to engage an attorney?

Case Study 3

- Tony works for ABC Manufacturing on an assembly line. One day, Tony tells his supervisor that he is going to be taking time off for back surgery, and that he thinks his back problems are the result of years of standing and lifting on the assembly line at ABC Manufacturing.

Early Intervention

- What should ABC Manufacturing's first steps be?
- When does ABC Manufacturing need to report Tony's claim?

Initial Treatment and Medical Management

- What should ABC Manufacturing tell Tony about his scheduled surgery?
- Independent Medical Evaluation

Return to Work and Claim Resolution

- Should ABC Manufacturing keep Tony on the payroll while he heals from surgery even if they obtain an IME opinion that Tony's condition is not work related?
- When does ABC Manufacturing need to engage an attorney?