

**PATIENT
HANDBOOK**

**HOURS &
CONTACT
INFO**

HOURS

M-F 8:00-5:00

YAKIMA CLINIC

409 S 12th Ave, Yakima

(509)575-2949

SUNNYSIDE CLINIC

1614 E Edison, Suite E, Sunnyside

(509) 836-0075



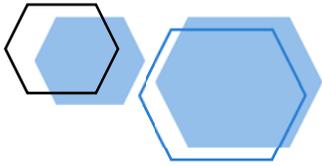
PATIENT HANDBOOK

[THANK YOU FOR CHOOSING WORKER CARE.](#)

We know you have other options and we will work hard to meet your needs. Our goal is to work with you in partnership to restore your health and help you continue to work. We will communicate with you, your employer and your claim manager to facilitate these goals.

Please take a few moments to review this handbook. In it, we have listed things patients will need to know as they go through the workers' comp process.

Please note that this handbook is not a guarantee of treatment, nor is it a contract. We reserve the right to change policies described here at any time, with or without notice.



PATIENT EXPECTATIONS

AS A PATIENT, YOUR MAIN JOB IS TO GET BETTER

We fully expect that you will participate in your treatment plan. For example, we expect you to:

- Attend all appointments scheduled, including those for therapy, specialist and surgical consults, and extra testing such as MRIs and CT scans;
- Follow dosing and usage instructions for medications; and
- Follow activity restrictions and home exercises.

During the healing process, you should expect to feel some pain. However, please let us know as soon as possible if this pain is too much to bear or if you feel your condition is worsening.

HOLIDAYS

We are closed on:

New Year Day
Memorial Day
Independence Day
Labor Day
Thanksgiving (Thurs & Fri)
Christmas Eve
Christmas Day

SCHEDULED APPOINTMENTS

You should receive a reminder call 1 to 2 days before your next appointment. Please make sure we have your current contact phone number. If you do not receive a reminder call, please let the staff know when you check in for your appointment.

It is your responsibility to show up on time for all scheduled appointments. If you know you will not be able to make it on time, please call at least a day before the appointment to reschedule. If you miss one appointment without notifying us, we will reschedule you for a time less requested by punctual patients. No-shows will be reported to your claim manager. If you are on any work restrictions, we will then complete an Activity Prescription Form (work restriction sheet) releasing you to full duty work, since you seem to be well enough to do other activities instead of showing up to your appointment.

DISMISSAL FROM PRACTICE

We do our best to maintain a professional, caring environment. We expect you, too, to behave and speak in an appropriate manner while at our clinic. Patients who engage in abusive behavior, verbal and/or physical threats may be asked to leave the clinic and reported to the claims manager and, if necessary, the local police.

Patients who refuse to follow the medical treatment plan given to them by their provider, and/or those who cannot control their behavior with staff and/or providers, will be given a written 30-day notice to find a new workers' comp provider.

CARE FOR CONDITIONS NOT COVERED BY THE CLAIM

YOUR HEALTH IS IMPORTANT!

If you don't have a "regular" primary care provider, please find one. We can only treat your work-related injury. Sometimes, we TEMPORARILY treat non-covered conditions if that condition makes it hard for your work injury to heal. If we attempt to get a new condition covered in your claim and it is rejected by the insurer, you will need to ask your primary care provider to treat that condition.



FINANCIAL RESPONSIBILITY

We do our best to ensure that services provided will be covered by your workers' comp insurer. There are times, however, when the insurer will deny payment and/or claims in their entirety. In these instances, you, the patient, will be responsible for any outstanding bills. We will work with you to bill your medical insurer and/or to make attainable payment arrangements.

MEDICATION REFILLS

If you need a medication refill, please notify your pharmacy at least 2 business days before you need the medication. The pharmacy will fax our clinic to request authorization of the refill. If you are told you need a hand-written prescription to get the refill, please remember to request it at your next appointment. We will not be able to refill medicine if we believe you should no longer use it, or if the medication should be managed by your non-workers' comp primary care provider.

If you have not been keeping your appointments, we will not be able to refill your medication until you are seen again in our office. We need to check in person how well this medication is working, even if you have been using it for a while.

PAIN MEDICATION

There are times when opioid (narcotic) pain medication may be needed to help you deal with pain due to a work-related injury. When we prescribe an opioid, you will be expected to complete a urine drug screen and complete an opioid contract that spells out the side effects and use of opioids. We normally will not prescribe opioids after completion of the first two weeks following your injury. Under unusual circumstances where more prolonged opioid use is needed, we will only prescribe opioids if they improve your function and decrease your pain level. If you believe the only way you can function is with opioids, you will need to see your primary care provider to manage your chronic pain outside of the claim. We will continue to help treat you for other parts of the claim until the claim is resolved.

AUTHORIZATION FOR SPECIALIST APPOINTMENTS OR EXAMS

Workers' comp insurers require pre-authorization for imaging, procedures, exams and treatment by specialists and surgeons. When your provider orders such a service for you, we will seek authorization and then send a referral to the specialist's office. Sometimes this happens very quickly, but other times the process takes several weeks. The specialist or we will contact you to make an appointment. If you do not agree with a denial of services or feel the authorization process is taking too long, we encourage you to contact the claims manager for your workers' comp insurance.

TIME LOSS NOTIFICATION AND LOSS OF EARNING POWER (LEP)

Our preference is that you return to work on light duty or full duty when possible. This is the goal of treatment and the best outcome for everyone involved.

If you have been placed on light duty and you are getting paid less than your regular wage, you may be eligible for Loss of Earning Power benefits. Please contact your claims manager to initiate the process. If you are off work due to your work-related injury or if there is no light duty accommodation by your employer, you may be eligible for time loss benefits. The Activity Prescription Form (APF) will be the notice to the claim manager regarding this need.

EMERGENCIES

If your injury is suddenly much worse during office hours (8 AM to 5 PM Monday to Friday), please call the office for an urgent visit. After hours, please go to the nearest emergency department for help if needed. If in doubt regarding your safety or ability to make it to the Emergency Department, call 911.

FRIENDS AND FAMILY

We want to make the most of our appointment time with you. Having children, family members, and/or friends in the room with you can distract your attention and make it difficult for the provider and other staff to effectively treat you. Therefore, unless you need another adult with you to help you with day to day activities or to drive, please make arrangements to come to your visits alone. If you are the primary caregiver of your children, please arrange for them to stay at home or with another responsible person, as our facility is not equipped for childcare.

In any of the above circumstances, if your companion(s) become(s) a distraction, they will be asked to leave and/or you will be asked to reschedule your appointment.

We will not discuss your case with friends and family members, so all phone calls on your behalf must be made by you, the patient.

PRIVACY

Workers' comp claims involve you, the insurer and their representatives, and your employer. We respect your privacy and use HIPAA compliant software and limit information to the extent it is feasible. However, workers' comp rules require us to share chart notes, paperwork and x-ray and test results with the parties listed above. You may request a complete copy of your claim file from your workers' comp insurer (Washington L&I even has an online portal you may use). If you would like a copy of our notes, we can provide that to you in an electronic format (CD or thumb drive) upon your request.

