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JOB DESCRIPTION – ORM-C1000

The Registered Nurse/Program Coordinator facilitates the claims management process by working as an educator to assist adjusters, attorneys and other ORM (Office of Risk Management) staff to attain qualified, fair, and cost-effective outcomes.

Job Responsibilities

- Uses nursing education and knowledge to review medical records of claimants to chronicle, summarize, and explain the interrelatedness of medical care and treatments with the injury(s) sustained.
- Using integrated nursing knowledge, gives opinions and makes recommendations to promote effective and efficient measures during the claims process.
- Fully participates in meetings and in-services to inform and educate coworkers to promote general medical knowledge where helpful to ORM staff in managing cases or claims.
- Acts as change agent to foster knowledge and understanding of adjusters to provide information regarding the interrelatedness of medical care given to claimants of injury(s) sustained.
- Seeks and maintains advanced nursing education and certifications to stay abreast of changes in medical information and to educate adjusters, attorneys and ORM staff regarding medical facts and issues relating to cases or claims.
- Conducts research, summarizes, and provides updated medical literature.
- Prepares chronologies of medical events and correlates them to allegations/claims.
- Uses integrated nursing knowledge and experience to assess for fraud in the case/claims process.
- Defines and evaluates the standards of care in various medical practices.
- Screens medical records and identifies needed and/or missing records.
- May provide medical expert testimony on litigated/disputed cases, as requested and/or necessary.
- Uses medical-legal knowledge and experience in assisting with preparation for depositions and trials as requested and/or necessary.
- Maintains a documented record of all reports and activities that are performed in the course of acting as adjunct in the case/claims management process.
- Maintains availability for contact from all persons needing clarification of information or access to education to advance the progress of a case or claim via E-mail, personal contact, mail or telephone.
- Responds quickly and accurately to questions and/or concerns while maintaining confidentiality, while safeguarding proprietary information of the client.
- Maintains detailed medical summary reports and evaluations in an electronic file for accessibility by the Registered Nurse, to provide information in a timely

manner and to promote confidentiality of client's information, as needed and/or requested.

- Maintains the necessary credentials and demonstrates a level of professionalism within the work place, positively reflecting on the office as a whole.
- Acquires and maintains knowledge of developments in the medical-legal field. Maintains familiarity of local worker's compensation laws and regulations. Maintains valid licenses and certifications applicable to duties.
- Maintains membership and participation in professional associations, while keeping abreast of events available for furthering education of self and others.
- Available for in-house medical emergencies prior to arrival of Emergency Medical Services (EMS)/Paramedics. In the event non-EMS care is requested and/or necessary, ONLY basic first aid services (i.e. bandages, eye wash, etc.), basic life support and vital sign check (limited to blood pressure, glucose monitoring, heart rate, pulse, and respiration assessment) will be performed. All other clinic matters (i.e. dressing changes, monitoring of blood pressure, glucose multiples times per day [except during emergencies]). Tasks are to be completed as office tasks and not in a clinical setting. All services performed will be in accordance with the Louisiana State Nurse Practice Act for Registered Nurses (Louisiana Revised Statutes 37:911 et seq as re-enacted and amended).

• **Medical Review – ORM-C1001**

Responsibility

The Registered Nurse/Program Coordinator receives request for information/assistance and performs the following activities.

Forms or Reference Material Required

Standards of Practice set by licensing authorities

Medical Record Review form (g:\Forms\MedicalRecordReviewForm)

Desk copies and online medical reference resources

Procedure

1. Receives request for information/assistance via e-mail, personal contact, mail, phone with the medical records **and the Medical Record Review Form attached.**
2. Ensures that adjusters follow protocol for requests of medical review, summary, and/or opinion by utilizing the Medical Record Review form for summaries and E-mail, telephone or personal contact for opinions or quick questions.
3. Makes initial review for appropriateness and completeness of medical information submitted.
4. Reviews medical information provided.
5. Drafts medical timeline if needed and/or requested.
6. Conducts and provides medical research as needed and/or requested.
7. Serves as a reference point for the adjuster reviewing medical bills to assist in ascertaining interrelatedness or responsibility of payment as needed.
8. Summarizes key points from medical timeline if necessary.
9. Develops recommendations including but not limited to:
 - a. need for another medical opinion
 - b. potential fraud
 - c. further clarification or information from physician
 - d. settlement recommendations
 - e. appropriateness of treatment and cost effectiveness
10. Provides accurate & current information from accredited sources for education of adjusters and attorneys.

Note: All documentation is developed for potential court usage and testimony in court.

MEDICAL MALPRACTICE– ORM-C1002

Responsibility

The Registered Nurse/Program Coordinator may have potential involvement with medical malpractice cases as described in this procedure.

Forms or Reference Material Required

Medical Review Request Form

Standards of Care practice guidelines from professional sources and licensing authority

Online References/Desk copies of Medical reference resources

Procedure

1. For medical malpractice cases, assesses all medical information for compliance with scope and standards of care practices for medical care provided.
2. Educates or informs attorneys/adjusters where standards are not met and provide opinion on potential impact on litigation.
3. Organizes and prepares records for review and presentation at trial.
4. Screens medical records for merit and identifies missing or altered records.
5. Assists attorney with preparation for depositions and trial as needed and/or requested.
6. Assists attorney with acquiring experts for testimony as needed and/or requested.
7. Explains treatments performed with their interrelatedness to the Worker's Comp injury(s) sustained.

WORKERS COMPENSATION – ORM-C1003

Responsibility

The Registered Nurse/Program Coordinator has duties for worker's compensation claims as described in this procedure.

Forms or Reference Material Required

Medical Review Request Form

Online References/Desk copies of Medical reference resources

Procedure

Explains or disclaims injury relatedness to Adjuster/attorney.

Examines treatment/care for appropriateness and adherence to standards.

Assists with preparation for litigation process.

Reviews and chronicles/summarizes medical records.

Deciphers medical records and terminology as needed.

Reviews medications prescribed for relatedness to injury(s) sustained; deciphers whether injury(s) sustained are Worker's Comp injury(s) or pre-existing conditions.

Assists adjusters to prepare letters of inquiry for physicians/providers; promote understanding of physician's response to adjuster, if necessary and/or requested.

EDUCATION SERVICES – ORM-C1004

Responsibility

The Registered Nurse/Program Coordinator performs various activities involving education services.

Forms or Reference Material Required

Online References/Desk copies of Medical reference resources

Computer based training presentations

Multi-media In-service /learning formats

Procedure

1. Develops and presents formal in-house medical information training on a routine basis and/or as requested.
2. Acts as information source for adjusters, attorneys and other ORM staff as needed.