

Best Practices for Treating and Evaluating Injured Workers

Certified Physician Program



- 1** Clearly state the **reason** for the office visit to the injured worker and in the office note. Follow through on what is requested and required.
- 2** Have your staff ask whether **compensability** has been accepted at the time that the initial appointment is made. If compensability has not been accepted yet, ask whether a causation opinion is needed.
- 3** If a **causation opinion** is needed, give a clear opinion as soon as the necessary diagnostic information is available based on the medical facts.
- 4** Engage injured employees in their own recovery plan and **foreshadow expected improvement** that can be anticipated between scheduled office visits.
- 5** Advise injured employees of the **value of returning to work** as quickly as possible as part of their recovery. Consider risk and capacity in writing work restrictions and limitations.



6 Properly and **timely appeal denied treatment requests** to the Medical Director of the Bureau of Workers' Compensation or insurer/adjuster if you believe that your recommended treatment is the most appropriate treatment.

7 Use the **treatment guidelines** and **drug formulary** authorized by the Bureau. With test or treatment requests, document the medical facts that correspond to each of the medical criteria in the treatment guidelines, or document if this case should be an exception to the guidelines criteria.

8 Correctly **assign the date** of Maximum Medical Improvement when appropriate.

9 Give an accurate and timely **permanent impairment rating** that cites the appropriate section of the AMA Guides and properly complete the report within 21 days of the date of Maximum Medical Improvement.

10 **Communicate** timely with all parties.

11 Understand the processes of the **Courts**.

12 **Save and share** the Bureau's website and key contact information with anyone who has workers' compensation questions.

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