

Teamwork

A Periodical for Providers and Clients of Comp1One®

Comp1One®

Comp1One is a comprehensive case management company located in Huntsville, Alabama with clients across the Southeast. Comp1One and sister company, North Alabama Managed Care, Inc. (NAMCI) are divisions of Premier Health Networks of Alabama, LLC featuring PPO network access for direct medical cost savings in group health and workers' compensation.

Comp1One features 24 hour case management services with Certified Nurse Case Managers and the backing of our Board Certified Occupational Health Medical Director. Our nurses and physician are available for pre-certification, utilization management, file reviews, case referrals, peer reviews, and catastrophic injury management.

Comp1One is certified by the state of Alabama Department of Industrial Relations, is licensed and insured, and has been recognized for Best Practices in Injury Management in the state of Alabama.

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WORK INJURY SURVEILLANCE



DAVID PALMER
C.S.S.I.

Many times over the last twenty-three years I have been asked, "How can a private investigator help us with our workers' compensation claims?" While investigation companies such as C.S.S.I offer many services including, but not limited to, accident investigations, background investigations, and recorded statements, surveillance is the most often utilized although sometimes misunderstood. Several schools of thought exist on the use of surveillance, and depending on the individual case, any one or all of them may be beneficial in handling of the claim.

The most valuable tool gained from workers' compensation surveillance cases is a videotape documenting the claimant's activities. Surveillance videotapes can be made available to the physician, at the discretion of the adjuster or insured. The physician may use the surveillance video to help determine the physical capabilities and/or return to work status. This documentation/evidence has been successfully used for impeachment of the claimant at trial, and can also be used to help

mitigate the cost of awards and settlement agreements.

Another question surveillance investigators are often asked is how long surveillance should be performed. Surveillance is a time consuming effort, most often because once an assignment is received no one involved in the process knows when or if a claimant is going to be active. If the investigator arrives near a claimant's residence and they have already departed, they may have missed their only chance of obtaining videotape documentation for the remainder of the surveillance. Gen-

erally, most adjusters and insureds who have repeatedly had success using surveillance start with two to three days of surveillance and repeat as needed.

A good example that illustrates the value of several surveillance periods is a case involving a worker claiming "hysterical blindness" from a chemical accident. Many two, three and four day surveillances were conducted over several years with limited results, but the adjuster in conjunction with the other participants in the process (medical, investigative, legal, etc.) evaluated the information provided by

ERGONOMIC STRATEGIES TO HELP PREVENT WORK INJURIES

Carpal tunnel syndrome; Neck pain/headaches; Low back pain with radiculopathy. These are the common ailments that affect many sedentary office workers, and there are several common denominators that link all three. Static postures, repetitive tasks, poor sitting/stand postures and inadequate work designs are the culprits. In order to reduce these risks that lead to injury, simple preventative measures must be made. First, an ergonomically designed work station is necessary.

Appropriate computer setups, supportive hand/wrist keyboards and accessories, and proper lumbar supports in well-designed chairs will assist in reducing aches and pains in the hands, neck, and low back.

Sitting or standing for prolonged periods of time will affect the body adversely. It is imperative that the body change positions frequently to avoid the onset of discomfort or stiffness. It is recommended that sedentary workers vary positions every 20-30 minutes before the onset of symptoms.

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