

DRIVING **CHANGE 2023**
THE URGENT CARE CONVENTION

PREPARING TO ADD OCCUPATIONAL MEDICINE AS A SERVICE

UCA URGENT CARE
ASSOCIATION®



COLLEGE OF
URGENT CARE
MEDICINE

INTRODUCTION

John Koehler MD, ABPM(OM)
Board Certified in Occupational Medicine
Editor-in-Chief, OccDocOne.com

HYBRID MODEL OVERVIEW

- Urgent Care
- Occupational Medicine
 - Workman's Compensation Injury Management
 - Regulatory Exams
 - Pre-Placement Exams
 - Drug and Alcohol Testing
- Hub and Spoke

NECESSARY COMMITMENTS

- C-Suite Buy In
- Funding
- Operations
- Care Level
- Training

LEVEL ONE PROGRAM

- **Work Comp Injury Management**

- Low acuity procedures
- No fracture care
- Simple lacerations

- **Regulatory Exams**

- Pre-placement exams
- Drug and alcohol testing (DOT) and non-DOT
- DOT exams

- **Other Services**

- Immunizations:
 - TB testing, Hep B vaccine, Flu shots

LEVEL TWO PROGRAM

Level One Plus:

Higher Level Procedures:

- ocular, FB, rust ring debridement
- basic fracture care
- finger, toe, patellar dislocation reduction
- some finger tip injuries
- most all laceration repair
- soft tissue steroid injections

Higher Level Regulatory Exams:

- Spirometry
- Respirator Clearance

Other Services:

- Physical Ability Assessment (PAA)
- Fitness for Duty

LEVEL THREE PROGRAM

Level Two Plus:

Higher Level Procedures:

- shoulder dislocation reduction
- extensor tendon repair
- most non-operative fracture care
- nail bed repairs
- joint injections, trigger finger, DeQuervain's, epicondylar

Higher Level Regulatory Exams:

- All Regulatory Exams
 - * Asbestos
 - * Silica
 - * Haz Mat
 - * NFPA 1582
- Respirator Fit Testing
(not to be confused with respirator clearance exams)

Other Services:

- In Plant / Onsite Clinics
- In Plant drug testing, flu shots, PFTs

ADMINISTRATIVE IMPLEMENTATION STEPS (Best Case Scenario)

1. Gain the Necessary Commitments

2. Master the Back End

- Software
- Protocols
- Account Set Up Management
- Client Contact Coordinator
- Work Comp Insurance Networks (Sedgwick, Liberty Mutual)
- Billing

3. Set up the Front End

- Authorization Forms
- Chain of Custody Forms
- Lab Set Up for Drug Testing
- Exam Form(s)

4. Sales Materials

- Placard (Map, Hours, Phone/Fax)
- Simple Folder with Services Inserts
- No Cross Selling of Non-OccMed Services

OPERATIONAL IMPLEMENTATION STEPS

1. Designated Ownership to OccMed Management

- From the COO to the Clinics

2. Equipment

- Visor Magnification / Slit Lamp
- X-ray
- Procedure Room / Overhead Light
- PFT (spirometry)
- Audio
- Hearing
- Snellen Vision
- BAT Testing
- Fit Testing

3. Supplies/Hard Goods (Min/Max)

- Drug and Alcohol Testing Supplies
- Procedures Trays
 - Eye
 - Ear/Nose
 - I&D
 - Laceration
- Pre-Pack Pharma
- Supports (DME)
- Splint/Casting Supplies
- Crutches

4. Sales

CERTIFICATIONS

- DOT Drug and Alcohol (BAT)
- Provider Federal DOT Registry
- NIOSH Spirometry Certification

TRAINING

Front Desk

- Accepting Patients
- Authorization
- Accessing and Printing Protocols
- Triage

MA's / RT's

- EHR
- Procedure Set Ups
- Drug Testing / BAT
- Work Comp Paperwork – RTW Forms

Providers

- Nuances of Employer Satisfaction
- Clinical Decision Support
- Regulatory Exams
- DOT Certification
- Procedures

QUALITY METRICS

- Lost time rate
- OSHA recordable rate
- Visits per case
- Client satisfaction

FINANCIAL CONSIDERATIONS

- Coding accuracy
- Capture your procedure codes
- Proper monetization

Questions?

Thank you!

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