

Medical Director Services

Unmanaged Care Drives Unmanaged Costs

No matter how good HR case management or disability management is, for employees the process to confirm the diagnosis and treatment plan of a workplace injury or personal illness can take weeks or even months under the Canadian Health System, at the best of times. For employers these lengthy delays drive uncertainty, indemnity costs, productivity losses and workplace disruption.

When faced with employee health issues MedExtra bridges the gap between existing Canadian Health Care plans and the three things that matter most to employers and employees;

1. One Call Does it All

Rapid Response with **Personalized, Professional Care Management** to understand the problem and to provide critical Physician insight into how to best address the medical problem in question.

2. Fast Case Review – Accelerated Diagnosis and Treatment

- a. Expedited medical record retrieval and case review.
- b. Rapid Access to resources for accelerated diagnosis and treatment.

3. Immediate and Effective Care Management

- a. Cooperative and collaborative oversight throughout diagnosis, treatment and follow-up ensures optimal care, accelerated rehabilitation and return to work.
- b. Rapid access to resources for optimal treatment, rehabilitation and reinsertion into productive work.
- c. Empathetic employee psycho-social support.

Bridging the gap between Group & Provincial plans and *what people need.*

 **MedExtra**
“Different by Design”

Medical Director Services

Unmanaged Care Drives Unmanaged Costs

Medical Director Services – Reduce uncertainty, employee disability, HR, administrative, legal costs, productivity losses and workplace disruptions.

At MedExtra it costs you less to have an ill, absent or injured employee return to work sooner. The Medical Director Service is an enterprise class solution which brings the attention of a Physician, Care Managers and a resource network to every corporate medical problem, including personnel illness, workers' compensation or disability claims for responsive, efficient and effective resolution on a tight corporate timeline.

While administrative approaches often lead to conflict, the Medical Director Service brings cooperative and collaborative **Early Medical Intervention** to accelerate diagnosis, treatment and return to work efficiently and cooperatively for all employee health issues. This service reviews all claims, **at no charge**, to identify the potentially costly and problematic files at the onset. Upon HR approval, Early Medical Intervention is engaged to accelerate diagnosis and treatment.

This pro-active solution reduces costs by as much as 80% and is complementary to traditional disability management, employee legal recourse while respectful of all labour laws and employment boards. Imagine the advantages of a corporate health team to get your employees back to their jobs and lower costs!

**The *Go-To* company
for supplemental health services**

Toll Free 877.373.9872 • Fax 514.526.4521 • info@medextra.com

Medical Director Services

Medical Director Case Study – MM

Employee

53 year-old female assembly worker off work with non-work-related left knee and right elbow pain. MM will see her family physician next time in 2 weeks.

Immediate Issue:

Unclear Family Physician report with no immediate return to work specified. Internal Medicine Consultation scheduled in two month's time.

MedExtra Medical Director File Opened

2 weeks post-disability.

MedExtra Medical Director Action Plan

“Second opinion” University Teaching Hospital Internal Medicine Consultation within 10 days, MRI Imaging + “Virtual Orthopedic Consultation.”

MedExtra Facilitated Final Diagnosis:

1. Mild to moderate arthritis left knee. Minor accommodations only needed at work.
2. Right elbow lateral epicondylitis “Tennis elbow”, now resolved.
3. “No systemic illness identified”.

Return to Work

3 weeks after MedExtra Medical Director file opened.

Net Savings

\$2,100 equivalent to 6 weeks of indemnity not paid.

Medical Director Services

Medical Director Case Study – PV

Employee

48 year-old male plant worker with undiagnosed skin condition. Treating Physician unwilling to recommend a return to work

Immediate Issue:

Treating Physician adopting wait and see approach, Dermatology Consultation wait-listed as 5 months.

MedExtra Medical Director File Opened

4 weeks post disability

MedExtra Medical Director Action Plan

Dermatology Consultation within 10 days + biopsy.

MedExtra Facilitated Final Diagnosis:

1. Mild lichen planus, not related to or endangered by chemicals present in plant

Return to Work

2 weeks after MedExtra Medical Director file opened

Net Savings

\$9,100 which was the equivalent of 16 weeks of indemnity not paid

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Medical Director Services

Medical Director Case Study – DP

Employee

53 year-old female Executive with vague neurological symptoms. Treating Physician states: “Possible Multiple Sclerosis”, awaiting MRI and Neuro Consultation”.

Immediate Issue

Treating Physician marks time off as “indefinite” and refuses to support an interim return to work with accommodations. Long waits for specialty care and imaging: Neurology Consultation and MRI wait-listed for a minimum of 10 weeks.

File Opened

2 weeks post disability

MedExtra Medical Director Action Plan

Obtain an MRI and University Hospital Neurology Consultation within 14 days

MedExtra Facilitated Diagnosis:

1. “Stress-related Symptoms with no demonstrable Neurology condition. Mental Health counseling arranged. Follow-up recommended as per symptoms. Can be safely returned to work”

Return to Work

3 weeks after file opened.

Net Savings

\$13,675 equivalent to 8 weeks of indemnity not paid

Medical Director Services

Medical Director Case Study – AM

Employee

46 year-old male heavy equipment mechanic with work related right knee injury “Possible tear of meniscus”. There is a 3-month waiting list for MRI and then a 10-months surgical wait list.

Immediate Issue

Long-waits for imaging and surgery. 3-month wait for MRI, 10-month surgical waiting list. Physicians work sequentially and not-in-parallel

MedExtra Medical Director File Opened

2 weeks post possible “surgical” diagnosis

MedExtra Medical Director Action Plan

Obtain immediate knee MRI imaging and arrange a surgical Consultation and possible private surgical option

MedExtra Facilitated Final Diagnosis:

1. Tear of medial meniscus. Private surgery successfully completed within 4 weeks of file opening

Return to Work

6 weeks post operative

Net Savings

\$52,000 equivalent to 13 months of indemnity not paid

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Medical Director Services

Medical Director Case Study – BT

Employee

48 year-old male plant worker with unstable diabetes when working overnight shift. Treating Physician unwilling to support a return to work until diabetes stabilized if the worker is required to do overnight shifts.

Immediate Issue

Treating Physician unwilling to support return to work and adopting “start-low, go-slow” approach to stabilizing the diabetes on overnight shifts

MedExtra Medical Director File Opened

2 weeks post disability

MedExtra Medical Director Action Plan

Review medical file, obtain Endocrinology Consultation within 10 days

MedExtra Facilitated Final Diagnosis:

1. Diabetes de-stabilized by stress of overnight shifts which were then discontinued. Diabetic counseling and follow-up arranged with company health team

Return to Work

3 weeks after MX-Medical Director file opened.

Net Savings

\$3,000 equivalent to 6 weeks of indemnity not paid

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Medical Director Case Study – CR

Employee

38 year-old male warehouse worker with work related elbow injury, wait listed for an Orthopedic Consultation and Occupational therapist is not clear

Immediate Issue

Wait times for an Orthopedic Consultation, shortage of Occupational therapists.

MedExtra Medical Director File Opened

2 weeks post injury

MedExtra Medical Director Action Plan

Arrange an immediate Orthopedic Consultation

MedExtra Facilitated Final Diagnosis:

1. Private surgery within 4 weeks of file opening

Return to Work

Within 4 weeks of file opening

Net Savings

\$3,900 equivalent to 10 weeks of indemnity not paid

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