



News You Can Use

Comprehensive Services

- ◆ 100% Physician Only Injury Care
- ◆ Job-Related Injuries & Illness
- ◆ Physical Examinations
- ◆ DOT Mandated Services
- ◆ Medical Review Officers
- ◆ OSHA & MIOSHA Examinations
- ◆ Drug & Alcohol Screening
- ◆ HazMat Examinations
- ◆ Sports Medicine-Based Therapy
- ◆ Independent Medical Evaluation
- ◆ Hepatitis Immunizations
- ◆ Flu Vaccines
- ◆ Sports Medicine
- ◆ On-Site Services
- ◆ Laboratory Services

Alticor and MED-1 partner for optimal workplace health

As a global corporation offering products, business opportunities, manufacturing and logistics services in more than 80 countries and territories worldwide—West Michigan is home for Alticor Inc.'s corporate headquarters and the primary manufacturing facilities. Their family of companies includes Amway Corp., Quixtar Inc., Access Business Group LLC and Amway Hotel Corp. The DeVos and VanAndel names are well-represented in Grand Rapids and surrounding areas and the family-owned business employs nearly 5,000 workers.

About four years ago, Alticor wanted to upgrade their occupational health services and transitioned their initial injury care and drug screening to MED-1. "Based on previous experience working with MED-1," related Lynda Allore, Alticor Occupational Health Nurse and Case Manager. "I knew they were focused on quality, timely care, and getting our employees back on the job quickly."

"Since Alticor maintains an on-site clinic with company physicians and case managers, MED-1 worked with us to develop their services to align with our unique protocols and service requirements to create a team approach," says Steve Ohman, Human Resource Manager, Medical & Disability

Services. Alticor employees are sent to MED-1 clinics for initial injury care and any related screening. "We also really rely on MED-1's Medical Director for her experience and expertise in the area of drug testing, a significant area of activity since Alticor consolidated all of its drug testing including pre-employment, random, and post-injury through MED-1 approximately 3 years ago," says Lynda.

"I work with the MED-1 staff including their phlebotomist who also visits Alticor's onsite clinic periodically for blood draws associated with the company's Nutrilite brand health and wellness products, which has worked out great," says Lois Andringa, Coordinator, Medical & Disability Services.

As an employer, Alticor wants objective and fair evaluation of injury claims and an efficient resolution to each case to get workers back on the job. "The prompt service we receive from MED-1 doctors and staff gives us greater control over the direction and cost of injury care," says Steve.

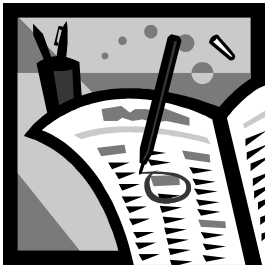
The convenient location of MED-1 clinics and the availability of physicians 24/7/365 also provides a dependable option for Alticor workers to supplement their internal capabilities.

MED-1 physicians and staff use workflow technology to document each Alticor patient's clinical visit in real time to create an electronic medical record. Alticor can access their case management reports with patient-specific information regarding visits, case status, and physician orders via the web on demand. "MED-1's on-line reporting is a great follow-up tool to communicate timely information, especially during off-hours when our company clinic is not open," says Lynda.

Lynda also represents Alticor on MED-1's Employer Advisory Board. The group meets regularly to identify and discuss issues and trends in occupational health and work site safety. "I really appreciate the opportunity to join with other area employers to network and learn more about best practices for health and safety," says Lynda.

Alticor is committed to providing a safe, clean workplace. "I rarely hear any issues related to our use of MED-1's occupational health services," says Steve. "This is a good thing because I know MED-1 is providing optimal care for our employees with their knowledgeable staff and prompt treatment."

Authorization is Important for Everyone



MED-1 has updated our authorization form for client employer company use in requesting services. The new form provides more comprehensive information and is designed to allow you to better communicate clear and complete instructions.

Authorization forms are important to your company and to MED-1.

1. Written instructions reduce the potential for verbal miscommunication.
2. Employees receive clear directions.
3. Documentation for future reference.
4. Fulfills HIPPA patient privacy rules.

Copies of the form can be downloaded at www.med1services.com.

Attention West Michigan Nurses and Healthcare Professionals!

Are you a member of the largest group of healthcare providers serving the workplace?

The West Michigan chapter of the Association for Occupational Healthcare Nurses (AAOHN) is looking for members who want to advance the health, safety and productivity of domestic and global workforces through education, research, public policy and practice resources.

For membership information, contact Mary Alice Ehrlich at maehrlich@med1services.com

Summer Holiday Hours

	Leonard	Breton	Holland
<u>Memorial Day</u> Monday, May 26	OPEN 24/7*	CLOSED	CLOSED
<u>Independence Day</u> Friday, July 4	OPEN 24/7*	CLOSED	CLOSED
<u>Labor Day</u> Monday, September 1	OPEN 24/7*	CLOSED	CLOSED

* Injury Care and Drug Screens.

Reserve Your Flu Vaccine Supplies Now!



Hopefully, you have survived this year's flu season in good health.

MED-1 is already planning for a purchase of the vaccine for next fall to ensure competitive pricing for our employer companies.

If you are interested in providing flu vaccines to your employees, please call us as soon as possible to reserve supplies for your needs.

As part of MED-1's comprehensive occupational health program, we also offer on-site flu vaccination clinics.

By offering health screenings, such as on-site flu vaccinations, you can initiate a quick and easy way to reduce absenteeism and loss of productivity for your company.

When you call to reserve your vaccine supplies or to schedule a flu clinic, you will be asked to project your volume needs and preferred immunization schedule. A down payment will reserve your supply, contingent on the vaccine release by the CDC.

To reserve your flu vaccine needs for Fall 2008 or to schedule a flu clinic, contact:

Debbie Parrish
Leonard & Breton
616.459.6331

Shanna Beltman
Holland
616.494.8271

Clinical Excellence at MED-1: Patient Reporting

New MED-1 Online Reports provide an efficient summary of patient activity, all in one screen.

Effective occupational health reports should be easy to access, understandable, reliable, and informative. By capturing a real time medical record, information reflects the sequence of events and is immediately available, real time, at the conclusion of the patient visit.

For the many employer companies taking advantage of electronic, web-based transmission of patient and company information, they can gain the benefits of:

- ✓ Timely notification of employee treatment.
- ✓ Efficient tracking of injury and testing results with fewer phone calls and faxes.
- ✓ Easy web-based access to forms, visit summaries, case management summaries, reports, and more.
- ✓ Ability to identify injury trends to determine an action plan for reducing workers' compensation costs.

More and more MED-1 employer companies are receiving our patient visit summaries, screening results, and other reports via email.

Online reporting provides improved efficiency and accuracy of communications regarding their employee visits through secure, real-time access to information.

Employers also access their reports on demand at MED-1's website. They can choose when they wish to access through a secure log-on and select the report they want to view and/or print including company activity visits, charges, and details. Case management reports are also available for tracking injuries by visit, case status, and physician orders.

New Patient Reports are now available to provide an efficient summary of patient activity, all in one screen. This report can be run by report type, date range, or patient name.

Report types include:

- ✓ Consultant referral form
- ✓ Discharge summary
- ✓ Exam report
- ✓ Examination letter
- ✓ Medical chart

- ✓ MRO form
- ✓ Patient services letter or report
- ✓ Supervisor notification form
- ✓ Visit notice – service or exam letter
- ✓ Visit summary

As we continue to invest in updates and enhancements to our online reporting, we welcome your feedback and suggestions.

If you are not taking advantage of MED-1's Online Reporting, call today to get set up. It only takes a few moments to improve efficiency, accuracy, and productivity. For more information, contact Mary Alice at 616.915.7933 or Lynn at 616.915.7935.

News You Can Use is a regular publication provided by MED-1 Occupational Health System and is designed to provide information on occupational health issues.

For more information on any topics presented, contact:

Mary Alice Ehrlich
616-915-7933
maehlich@med1services.com

Or visit us on the web at:
www.med1services.com.

The screenshot displays the MED-1 Occupational Health System web interface. At the top, it features the logo and the tagline "Personal Service...Professional Results". Below this is a navigation menu with links for Home, About MED-1, Services, Clinical Team, Locations, Forms, and Contact Us. The main content area is titled "Patient Reports" and includes a "Welcome" message for user maehlich@med1services.com. There are options to "Change Password" and "Logout".

The search interface includes a "Date Range" field set to "03/01/2008" to "04/03/2008", a "Report Type" dropdown menu set to "Any Report Type", and input fields for "Last Name" and "First Name". A "Search" button is located below these fields.

Date	Visit Number	Patient Name	Report Type
4/2/2008 8:41:21 AM	203757		Visit Notice - Service Letter
3/29/2008 2:46:01 PM	203091		Patient Services Letter
3/27/2008 1:19:19 PM	203091		Visit Notice - Service Letter
3/24/2008 3:43:57 PM	202669		MRO Form
3/24/2008 3:28:24 PM	202669		Discharge Summary
3/24/2008 3:28:24 PM	202669		Supervisor Notification Form
3/24/2008 3:28:23 PM	202669		Visit Summary
3/20/2008 3:31:30 PM	202265		Consultant Referral Form
3/20/2008 10:45:08 AM	202265		Supervisor Notification Form
3/20/2008 10:45:07 AM	202265		Visit Summary
3/17/2008 5:00:35 PM	201196		MRO Form
3/17/2008 5:00:34 PM	201196		Patient Services Letter
3/11/2008 7:12:22 PM	201196		Visit Notice - Service Letter

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Occupational Health System

MED-1 Leonard

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Grand Rapids, MI 49503
Phone: (616) 459-6331
Fax: (616) 459-2569
Monday-Friday 7am-11pm
Saturday 8am-1pm
24/7/365 Injury Care & Drug Screens

MED-1 Breton

4433 Breton Avenue SE
Kentwood, MI 49508
Phone: (616) 281-6000
Fax: (616) 281-6038
Monday-Friday 7am-6pm

MED-1 Holland

383 Garden Ave.
Holland, MI 49424
Phone: (616) 494-8271
Fax: (616) 494-8273
Monday-Friday 7am-6pm

www.med1services.com

MED-1 Spring Symposium Draws Record Attendance



On May 8th, MED-1 hosted our 7th Annual Spring Educational Symposium event at the Calvin College Prince Conference Center.

This year, nearly 90 attendees representing 50 companies attended our half-day event focused on Preventing, Treating, and Rehabilitating Workplace Injuries.

Our speakers represented the views of employers, attorneys, economic development, health specialists, and our own MED-1 medical team. Mary Ellen Sheets, Founder and Chair of Two Men & a Truck, shared an engaging account of the growth of her business over the past 25 years. Attendees also heard an update and viewed a video on West Michigan Healthcare provided by Ray De Winkle of The Right Place.

The main educational topics included an interactive discussion of upper extremity, closed head, and lower extremity injury scenarios.



Our panel of experts included Dr. Julienne Little, MED-1 Medical Director; Dr. John Maskill, Orthopaedic Associates; Karen VanderWerff and Geri Drozdowski, Warner Norcross & Judd.

Attendee feedback indicated the format provided an environment conducive to hearing the latest updates on the topics, as well as an opportunity to interact with a panel of experts.

"I absolutely love this format and request you continue. The case studies are so valuable!"

"The panel was well-represented with professionals I can rely on in a work-related injury."

"The panel discussion with audience interaction was a great vehicle for learning."

If you weren't able to join us and would like information on any of these topics, please contact Mary Alice at 616.915.7933 or Lynn at 616.915.7935.

