



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
- ◆ Physical Therapy
- ◆ Independent Medical Evaluation
- ◆ Hepatitis Immunizations
- ◆ Flu Vaccines
- ◆ Sports Medicine
- ◆ On-Site Services
- ◆ Laboratory Services
- ◆ Wellness Services

City of Kentwood Health & Safety is a Community Effort

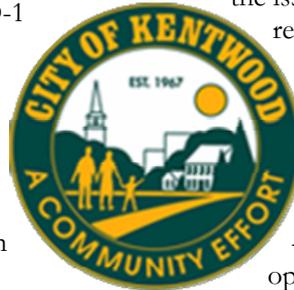
The City of Kentwood covers a 21 square mile area in the south central portion of Kent County. As the second largest suburb of Grand Rapids, Kentwood provides nearly 50,000 constituents with police, fire, public works, parks & recreation services.

But when Kentwood's employees need occupational health services, they depend on MED-1 for prevention, treatment, and care coordination. "We selected MED-1 to provide health services for our employees a few years ago," says Lisa Sonogo, City of Kentwood Director of Human Resources. "Their familiarity with public sector health and safety requirements was one of the main reasons we chose MED-1."

Approximately 200 city employees have access to MED-1 clinics and on-site services. Fire Department personnel experience MED-1 care before their first response when they complete a required pre-employment physical. Kentwood Fire Department physical examinations are performed in compliance with National Fire Protection Association (NFPA) guidelines and this includes MED-1's detailed medical history, a hands-on examination, vision acuity testing, a drug screen, and more. In addition, for Police and Fire uniformed personnel, hearing, heart, skeletal, and blood ancillary tests are administered.

"City firefighters often face the most challenging work conditions," says Nancy Shane, Administrative Assistant to the Kentwood Fire Chief. "We count on MED-1 to help us document and monitor their physical abilities and deal with injuries."

The availability of a MED-1 physician on a 24/7/365 schedule for injury and illness care is an important consideration for Kentwood. They count on MED-1 physicians to assess, document, and communicate any injuries and/or restrictions to designated parties with each patient visit. "The follow up from MED-1 physicians is timely," says Lisa. "We know the extent of the injuries right away and can discuss the issues directly with the physician responsible for the treatment."



As an integral part of medical treatment, MED-1 physicians help Lisa and Nancy apply employee medical information to workers' compensation issues, as well as return-to-work and transitional duty opportunities. MED-1 physicians team up with Kentwood as part of their medical team on-site to achieve optimal, quality care delivered in a cost-effective manner.

MED-1 also provides Michigan Commission on Law Enforcement Standards (MCOLES) certified physical examinations, hearing and vision testing, as well as, drug screening for law enforcement officers. The Kentwood Police Department relies on MED-1 to follow the very specific rules strictly enforced by MCOLES and facilitate necessary paperwork quickly and accurately so there's no delay in the certification process.

Convenience, credibility, and communication. "The MED-1 Breton clinic provides our employees with easy access to services within the city limits and the physicians and staff are very responsive to our needs for health and follow up services," says Lisa. "This service attitude has earned our repeat business for occupational health services."

Occupational Health System

Personal Service...Professional Results

Did You Know?



Scheduling Appointments is More Efficient

You can schedule your employee visits at all the MED-1 clinics.

Call in advance to schedule specific appointments for post-offer, DOT, periodic, return-to-work, fitness, and other physical exams.

Your employees are seen quickly and receive the care you authorize.

- MED-1 Leonard 616.459.6331**
- MED-1 Breton 616.281.6000**
- MED-1 Holland 616.494.8271**

Contacting Direct Saves Time



Have a billing question? Need to talk to your Clinical Coordinator? You can reach your regular contacts directly at the numbers and emails listed below. Voicemail is also available.

Authorizing Visits is Important

MED-1 provides authorization forms for client employer company to use in requesting services. The form includes 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.

MED-1 Direct Phone and Email Access

MED-1 Leonard	Function	Direct Dial	Email Address
Cain, Brenda	Customer Service	459-1565	bcain@med1services.com
Entingh, Jean	Administrative Asst	459-1568	jentingh@med1services.com
Ehrlich, Mary Alice	Executive Vice President	459-1560	maehrich@med1services.com
Milligan, Tammie	Business Development, Wellness	459-1570	tmilligan@med1services.com
Parrish, Deb	Clinical Coordinator	459-1562	dparrish@med1services.com
Tovey, Bob	Consortium Services	459-1559	btovey@med1services.com
MED-1 Breton	Function	Direct Dial	Email Address
Gedraitis, Holly	Clinical Coordinator	459-1572	hgedraitis@med1services.com
MED-1 Holland	Function	Direct Dial	Email Address
Beltman, Shanna	Clinical Coordinator	459-1576	sbeltman@med1services.com
Billing	Function	Direct Dial	Email Address
Anderson, Derek	A/R Analyst	459-1567	danderson@med1services.com
Phillips, Becky	Billing	459-1561	bphillips@med1services.com
Tan, Lena	A/R Analyst	459-1563	ltan@med1services.com

Clinical Excellence: Managing Workplace Injury

MiOSHA estimates employers can save up to \$15,000 per claim by making sure injuries are reported and treated within 48 hours.

As an employer, you strive to protect and improve the health of your work force. When workers are injured, you demand objective and fair evaluations of injury claims, and an efficient resolution to each case. Most of all, you want to control costs related to injuries and illness. Workplace health and safety programs are one way to reduce injuries. MiOSHA also suggests you take further steps, such as:

- ✓ Review your WC premiums on a regular basis to make sure you have the most cost-effective carrier and rates.
- ✓ Make sure your carrier is handling your claims properly including monitoring the injured employee's treatment and progress.
- ✓ Choose an occupational healthcare provider with quality medical care and proven results in WC resolution.
- ✓ Institute a return-to-work program to get employees back on the job quickly.
- ✓ Know your policies and make sure they cover all the possible scenarios.
- ✓ Review loss runs and experience ratings to identify high risk areas for improvements.

Another key to managing workplace injury is early intervention and response. Responding to all injuries immediately serves the medical needs of the effected employee and fulfills your recordkeeping requirements.

“Because we focus on occupational healthcare, MED-1 partners with employers to achieve successful prevention, treatment, and management strategies for workplace injuries,” says Dr. Julienne Little, MED-1 Medical Director.

Our workflow technology optimizes medical care by documenting the treatment of on-the-job injuries. Then we apply proven methods for successful outcomes for the patient and employer:

- ✓ Obtaining an in-depth history to determine the source of the injury
- ✓ Timely delivery of care by a physician 24/7/365
- ✓ Setting follow-up appointments to monitor care and recovery
- ✓ Using objective physical therapy referrals to facilitate recovery
- ✓ Incorporating return-to-work programs to keep employees productive through transitional or modified duty
- ✓ Performing case review to insure the highest quality of medical care and case resolution
- ✓ Working on-site to understand job requirements, risks, and exposures

For more information on managing workplace injury, contact Mary Alice at 616.459.1560 or maehrlich@med1services.com

Occupational Health Statistics

Reported Cases

Nationwide	964,990
Michigan	25,970 (2.7%)

Case Breakdown

57% Male, 43% Female
 50% Aged 35-54
 41% on the job 5+ years

Most Common Injuries

41% Strains/Sprains

Injury by Occupation

Healthcare/Nursing	1,980
Freight, Stock Movers	1,320
Retail Sales	1,140
Truck Drivers	1,120
Janitors	940

Source: Bureau of Labor Statistics, US Dept of Labor, Survey of Occupational Injuries and Illnesses, 2009.

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
 616.459.1560
maehrlich@med1services.com

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



MED-1 Leonard
 1140 Monroe Ave NW, Suite 150
 Grand Rapids, MI 49503
 Phone: 616.459.6331
 Fax: 616.459.2569
 24/7/365 Injury Care & Drug Screens
 Physicals: M-F 7 am-7 pm, Sat 9 am-Noon
 Rechecks by Appointment

MED-1 Breton
 4433 Breton Avenue SE
 Kentwood, MI 49508
 Phone: 616.281.6000
 Fax: 616.281.6038
 Services: M-F 7 am-6 pm
 Physicals: M-F 7 am-5:30 pm
 Rechecks by Appointment

MED-1 Holland
 383 Garden Ave
 Holland, MI 49424
 Phone: 616.494.8271
 Fax: 616.494.8273
 Services: M-F 7 am-6 pm
 Physicals: M-F 7 am-5:30 pm
 Rechecks by Appointment

www.med1services.com

MED-1 In The News

The National Association of Occupational Health Professionals (NAOHP) celebrates 25 years of providing high-quality, cost-effective, revenue-generating services in changing healthcare environment.



This year's conference marks the NAOHP Silver Anniversary celebration and Mary Alice Ehrlich will be participating in a panel discussion entitled *Been There Since Day One—Benefiting from*

25 Years of Experience and Knowledge.

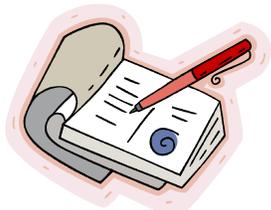
The panel consists of emeritus faculty talking about the past, present, and future of occupational medicine in response to audience questions and comments.

For more information on NAOHP and the Annual Conference, visit www.NAOHP.com.



*Happy Thanksgiving
 From MED-1*

MED-1 Winter Holiday Hours



Thanksgiving

Thursday, November 24

Saturday, November 26

Christmas

Saturday, December 24

Sunday, December 25 **HOLIDAY**

Monday, December 26 **OBSERVED**

New Year's

Saturday, December 31

Sunday, January 1 **HOLIDAY**

Monday, January 2 **OBSERVED**

Leonard	Breton	Holland
OPEN 24/7 Injury Care & Drug Screens No Rechecks/Exams	CLOSED	CLOSED
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For more information or questions about clinic hours, contact Mary Alice Ehrlich at 616.459.1560 or maehrich@med1services.com.