



## THE CARE STATION MEDICAL GROUP MISSION

At Care Station Medical Group, our mission is to serve the healthcare needs of all of our patients, assist our client companies with cost containment and lost time prevention, and to promote a healthy lifestyle for everyone.

Care Station Medical Group is a network of primary medical care facilities that provide occupational health services to business and industry. We are a boutique-like provider offering superior skill in the treatment and diagnosis of work-related injuries with a personal touch. Communication is key to our success.

### Why Use Care Station?

- Care Station is here when you need us
- Occupational healthcare expertise
- Four convenient locations
- Extended hours weekdays and weekends
- Open everyday including most holidays
- No appointment necessary
- Minimum waiting time

Through our occupational program, we have developed and enjoyed ongoing relationships with hundreds of New Jersey employers, insurance carriers and third party administrators. Our physicians and medical staff have a well-developed expertise in providing occupational health services to our many client companies and delivering the highest quality medical care and customer service.



## The Care Station Difference

### Begin with the basics in managed workers' comp

When we think about our employees' health, we usually think of care provided through group health insurance or through Medicare or Medicaid. But, there is another significant reimbursement system that pays for about \$142.2 billion dollars of care every year: Workers' compensation programs.

In recent years, the industry has been focused on reduction of healthcare costs in general, and many companies are turning to managed care to provide medical management of workers' compensation in further efforts to reduce costs. This approach has been referred to as managed workers' compensation.

As a result, many managed care providers, including health plans and integrated delivery systems, are offering occupational health services through a variety of contractual arrangements. Care Station participates in many such plans through provider organizations. They have enlisted Care Station to treat the injured employees of their insured, simply because we have adopted the philosophy that true cost containment can only be realized through proper utilization of treatment.

Unfortunately, some of these plans /TPA's /MCO's have a large panel of healthcare providers, many without occupational healthcare expertise. Treatment and diagnosis of a work-related injury is not as simple as a non-work-related condition. Always check if the medical office specializes in workers' compensation or merely dabbles in it. The care of workers' compensation injuries and illnesses should be guided through the use of clinical management tools, known by occupational healthcare specialists. Is it work-related? How do they return the employee to work quickly? What algorithms do they follow? These tools outline the preferred approach to care in order to reduce variation, manage resource utilization and provide a homogeneous group of patients upon which to measure outcomes.

Outcomes management is underscored by Care Station's occupational healthcare model. Immediate referral for physical therapy, specialist and diagnostic testing are not indicated for first line injury rehabilitation. To guarantee measurable results, first one must eliminate waste. If more than 3% of your employees are receiving physical therapy, and more than 5% are being treated by specialists, then there is over utilization of medical services. Diagnostic tools such as MRIs should only be recommended as a pre-operative surgical tool.

Process and outcome measures are a major consideration in performance measurement for managed workers' compensation. The process measures should focus on the efficiency of addressing injured worker's medical needs and returning them to work. The outcome measures should focus on the effectiveness of care, particularly functional outcomes.

### Compliance is the culprit.

A frequent problem in the management of workers' compensation cases is the failure of the injured worker to comply with the plan of care. This most often occurs when the worker fails to keep appointments and follow the recommendations of the doctor. The case management function within a health plan can improve compliance and reduce lost time. Performance indicators to measure the effect of case management, especially on compliance with the care plan and reduction in lost days, should be considered in determining the quality of managed workers' compensation.

Satisfaction of the worker and the employer is also a key measure of a managed workers' compensation program. In New Jersey, the employer can direct the worker to their provider, such as in managed workers' compensation arrangements. This may pose a challenge to patient (worker) satisfaction, since the injured worker does not have a choice. Programs developed to measure patient satisfaction in managed workers' compensation should consider this variable when developing measurement tools.

Although the employer is concerned about the worker's satisfaction, they do have priorities of their own. Aside from their top priority to provide quality healthcare to their employees, they also have an interest in reducing costs and lost days. Employers need value and expect frequent and timely communication about the injured worker and the plan of care. The bridge between the insurance/managed care provider and employer is the medical provider.

Care Station, since its inception in 1990, has always availed itself to speak with insurance/medical care providers and employers during patient treatment to qualify a return to work status. It is not uncommon for us to fax reports immediately to the above as a communication enhancement. Everyone in the process has a "Right-To-Know".

Why? Because you demand it – as a tool to measure the effectiveness of us, your medical provider. The only way to truly evaluate your workers' compensation investment is to qualify outcomes, i.e., reduction in cost, utilization of services, experience modification and lost time.

Care Station commits itself to the above. We have successfully retained 98% of our client base since our inception in 1990 by adhering to the basic principles of placing the client as the focal point of our business. We look forward to including you.



## WHY USE CARE STATION?

There are many reasons to use Care Station. Since 1990, Care Station has been providing a very unique approach to worker's compensation injury treatment.

1. Identifying work-related injuries from non-work-related or pre-existing conditions.
2. Keeping costs down by not utilizing unnecessary treatment.
  - A. Consistent care
  - B. Avoiding unnecessary diagnostic procedures
3. Encouraging communication with employer.
4. Going above and beyond – like visiting a work site to determine additional safety measures that can be implemented.

Care Station believes that by placing the client at the focal point of service and eliminating the excesses of others, service can be delivered to all through cost containment without sacrificing results. Client companies from Fortune 100 and others have experienced vast reductions in the amount invested for injury care, and have seen a drop in their experience modifications.

As the “Gatekeeper”, Care Station ferrets out the malingerers that waste and abuse the workers' compensation insurance program. We have successfully returned 97% of injured workers back to work to full duty or modified duty the same day without compromising medical care or the safety of the injured worker. This success comes from the team approach between Care Station as the caregiver, the worker, employer and insurance/managed care provider.

You ask “Why use Care Station?”...The answer is why not!

## DID YOU KNOW...

- There are five easy ways to lower your experience modification and premiums for workers' compensation?
  - Utilize providers who have expertise in workers' compensation
  - Transitional and modified duty
  - Develop relationships with your healthcare provider
  - Encourage prompt reporting
  - Lead by example
- That horseplay on the job resulting in a workplace injury is non-compensable?
- That substance abuse testing could result in an injury being non-compensable?
- That when employing an “independent contractor” you are liable for workers' compensation should an injury arise?

If your costs have risen, please call us...



## GENERAL INFORMATION ABOUT DRUG TESTING IN THE USA

Federally regulated testing started when Ronald Reagan signed executive order 12564 on September 15, 1986, requiring all federal employees to refrain from using illegal drugs, on or off duty, as a condition of federal employment. A few years later, Congress passed the Drug-Free Workplace act of 1988. That, in turn, spawned the creation of federal Mandatory Guidelines for Federal Workplace Drug Testing Programs (Section 503 of Public Law 100-71). Drug Testing in the USA can be divided into two general groups, federally and non-federally regulated testing. The federal guidelines apply to executive agencies of the federal government, the uniformed services, and contractors or service providers under contract with the federal government. The non-federally regulated includes all other drug testing in sports, business, schools, doctors' offices, clinics, homes, and so on.

## THE NIDA 5

Federally regulated testing started when civilian drug testing began in the United States in the late 1980's with the testing of certain federal employees and specific DOT regulated occupations. Drug testing guidelines and processes, in these areas exclusively, are established and regulated by the Substance Abuse and Mental Health Services Administration or SAMHSA, formerly under the direction of the National Institute on Drug Abuse or NIDA. These guidelines require that companies who use professional drivers, specified safety sensitive transportation and/or oil and gas related occupations, and certain federal employers, test them for the presence of specific drugs. These test classes were established decades ago, and include five specific drug groups. They do not account for current drug usage patterns. For example, the tests include semi-synthetic opioids, such as oxycodone, hydrocodone, etc., compounds that are highly abused in the United States.

1. Cannabinoids (marijuana)
2. Cocaine
3. Amphetamines
4. Opiates
5. Phencyclidine (PCP)

## TYPES OF TESTING

Pre-employment drug testing  
Random drug testing  
Post-accident drug testing  
Reasonable suspicion / cause  
Return to work  
Follow up

Information on all types of drug testing is available



## ROLE OF THE MEDICAL REVIEW OFFICER

The Medical Review Officer (MRO) is a physician knowledgeable in the medical use of prescription drugs and the pharmacology and toxicology of illicit drugs. The primary responsibility of the MRO is to review and interpret positive test results obtained through the substance testing programs.

It is important to remember that a positive test result does not automatically identify an employee/applicant as an illegal drug user. The MRO must assess and determine whether alternative medical explanations could account for the positive test result.

The following is a listing of the MRO's specific responsibilities as required by the DHHS Mandatory Guidelines:

- A)** Receive confirmed positive results from laboratory
- B)** Request, if needed, a quantitative description of test results
- C)** Receive a certified copy of the original custody and control form
- D)** Review and interpret positive test results
- E)** Inform the tested individual and provide test results
- F)** Conduct a medical interview with the tested individual
- G)** Review the individual's medical history, or any other relevant biomedical factors
- H)** Give the individual an opportunity to discuss test results, but not necessarily face to face
  - I)** Order a re-analysis of the original sample in a certified laboratory, if necessary
- J)** Consult with others if question of accuracy arises
- K)** Consult with the laboratory officials
- L)** Not receive urinalysis results that do not comply with the Mandatory Guidelines
- M)** Not declare as positive an opiate-positive urine without "clinical evidence"
- N)** Determine whether a result is scientifically insufficient
- O)** Determine whether a result is consistent with legal drug use
- P)** Forward results of verified positive tests to EAP and management officials empowered to recommend or administer action.

These are perhaps the most crucial points regarding the function of the MRO. The MRO's principal job is to protect the rights and dignity of employees, while contributing to a determined effort to reduce drug abuse.

The MRO's contact with possible abusers, while certainly not "therapy", may profoundly benefit the employee's future, since this contact may steer some employees away from a course which was leading to devastating drug problems. MROs may make a major contribution toward reducing America's problem of drug-related morbidity and mortality.



Care Station is an occupational and primary medical care facility with four locations in New Jersey. Established in 1990, the first facility opened in Linden. This was followed by facilities in Springfield, West Orange and Secaucus.

We have developed and enjoyed ongoing relationships with hundreds of New Jersey employers, insurance carriers and third party administrators. Our physicians and medical staff have a well-developed expertise in providing occupational health services to our many client companies and delivering the highest quality medical care and customer service.

### Our scope of services and benefits include:

Appropriate Return to Work Policy  
Comprehensive Medical Treatment of Work-Related Injuries  
Fitness for Duty Evaluations  
Medical Surveillance in Compliance with OSHA Regulations  
Ongoing communication with Employers and Insurance Carriers  
Subspecialty Referrals and Referral Management  
Utilization and Development of Light Duty Programs  
Work Site Evaluations

### Department of Transportation Services

DOT Physicals  
Drug and Alcohol Awareness Training for Supervisors and Employees  
Drug and Alcohol Testing (Certified MRO on site)  
Nationwide Drug and Alcohol Testing Network  
Random Drug and Alcohol Testing Program Management

### Care Station offers the following services:

- Acute Treatment of Work-Related Injuries
- All mandated tests for DOT, OSHA, and other regulatory entities
- Case Management and Utilization Review
- Coordinated Specialty Referral Network
- Customized services to meet your needs
- Drug and Alcohol Testing

- Early Return to Work Programs
- Fitness for Duty Physicals
- Hearing Conservation Programs
- Laboratory and Radiology On-Site
- Medical Surveillance Exams (Hazmat)
- Physical Examination Services (Post Placement, Annual)
- Preventive Screenings
- Random Drug and Alcohol Program Management
- Respirator Certification
- Return to Work Examinations
- Return to Work Physicals
- Seminars
- Supervisor & Employee Training for Drug & Alcohol Awareness

### Other Services

Medical Management of Workers' Compensation  
Back Training  
Bloodborne Pathogens Training  
Hepatitis B Vaccinations  
Ergonomic Programs  
On-Site Health Programs/Health Fair  
On-Site Drug Testing  
On-Site Supervisor Training  
On-Site Flu Vaccination clinics  
Multilingual Staff

To learn more, contact:

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