



TRM (HK) Limited
協康(香港)有限公司

Total Rehabilitation Management

**WORKING PROCEDURE
OF
WORK INJURY MANAGEMENT PROGRAM
FOR DOCTOR AND MEDICAL PANEL**

The followings are the working procedures for work injury management program managed by TRM (HK) Limited. It gives the medical practitioners and medical panels a better understanding of the concept and the workflow of the work injury management program.

DEFINITION OF TERMS

In this working procedures, unless the contrary intention appears:

“Company” means the company participated in work injury management program

“Employee(s)” means current employee(s) of the Company.

“Doctor” means Doctors, Panel groups participating in work injury management program

“IMC” means injury management coordinator of TRM

THE OBJECTIVES OF THE PROGRAM ARE TO–

- a. provide early assessment and prompt rehabilitation for injured employees with an aim to facilitate a speedier and better recovery;
- b. build up an active and positive working culture among employees and a harmonious employment relationship by adopting a caring approach;
- c. assist injured employees to overcome obstacle for an early re-assimilation to the workforce through tailored return-to-work plans;
- d. achieve the desired goal of reduced sick leave days and permanent disability through better rehabilitation outcomes.

THE ROLES OF MEDICAL PRACTITIONER AND MEDICAL PANEL:

- a. provide quality and efficient medical services to the injured worker so as to speed up the recovery and facilitate early work return;
- b. identify any obstacles in returning to work and discuss the issues with IMC or the company;
- c. give appropriate counselling to the injured worker on returning to work;
- d. work with the IMC to design a suitable return to work plan for the injured worker so as to ensure early, safe and endurable work return



WORKING PROCEDURES

1. First Consultation

a. Before the consultation

When the injured worker sustained an injury at work, he/she will be advised to consult a doctor of the appointed panel(s). A Medical Chit (with authorization) will be signed by the supervisor or the Human Resources Office of the company so as to confirm the status of the injured worker (*see appendix 1 for details*).

The Medical Chit will be either faxed by the company or handed in by the injured worker at the time of consultation. Without the Medical Chit, the company will NOT be responsible for the cost of the medical consultation.

If there are any queries regarding the authorization, please contact Miss Irene Lee of TRM at 3583-7698.

b. At the time of consultation

- ✓ The doctor shall examine the condition of the injured worker and determine whether it is a work related injury or not.
- ✓ Appropriate treatment shall be prescribed to the injured worker.
- ✓ Prior approval must be obtained from TRM for additional services besides the medical consultation and other procedures such as x-ray, injection or wound treatment etc (Please refer to the agreed schedule fee for reference).
- ✓ In emergency situation, the doctor has the full discretion in deciding to perform any necessary procedures to the injured worker. TRM shall be informed afterwards.
- ✓ The doctor shall explain to the injured worker regarding the condition of the injury, prognosis, sick leave period (if it is indicated) and return to work prospect.
- ✓ After the explanation, the attending doctor shall fill up the **Initial Work Injury Report (Appendix 2)** and ask the injured worker to sign the form to acknowledge the content.
- ✓ If sick leave is required, a separate sick leave certificate shall be issued by the doctor.
- ✓ If the injured worker is required to consult a specialist or physiotherapist, a referral will be issued to the injured worker (*Referral form, Appendix 3*).
- ✓ The doctor shall notify the injured whether he/she needs to attend the follow-up appointment and the necessary arrangement shall be done before the injured worker leaves the clinic.

c. After the consultation

- ✓ The work injury report shall be sent back to TRM by fax and by post within



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24 hours.

- ✓ If additional medical services such as x-ray, suturing or wound dressing were done at the first consultation, TRM shall be informed immediately.
- ✓ The invoice of the consultation shall be sent to TRM at the end of each month.

2. Follow-up Consultation

The doctor has full discretion to decide the frequency of follow-up consultations. The Medical Chit for the first consultation will be valid as long as it is related to the same accident. TRM shall be notified the date of follow-up appointment after each consultation and reserve the right to approve or disapprove the follow-up consultation.

a. At the time of consultation

- ✓ The doctor shall examine the condition of the injured worker and decide the appropriate treatment.
- ✓ Close communication with the physiotherapist or occupational therapist to make sure satisfactory progress has been achieved.
- ✓ Prior approval must be obtained from TRM for additional investigation such as MRI, pathology tests etc.
- ✓ The doctor shall explain to the injured worker regarding the condition of the injury, prognosis, sick leave period (if it is indicated) and return to work prospect.
- ✓ If sick leave is required, a separate sick leave certificate shall be issued by the doctor.
- ✓ The doctor shall work closely with IMC to design a suitable return to work plan for the injured worker

b. At the time of consultation

- ✓ The doctor is required to fill up the Progress Work Injury Report (**Appendix 4**) and shall be sent back to TRM by fax and by post **within 24 hours**.
- ✓ The invoice of the consultation shall be sent to TRM at the end of each month.

3. Return to work plan

- ✓ The best outcome for the injured worker is to get them back to a normal, productive life as soon as possible. To help achieve this, the doctor can consult TRM to find out whether suitable employment is available for the worker, given the injury or illness. Based upon this advice and the diagnosis of the injured worker, the doctor may be able to fill up a RTW plan (**RTW Plan, Appendix 5**).



- ✓ Before completing the RTW plan, the injured worker must be fully informed the RTW decision and the injured worker is required to sign the RTW plan.
- ✓ Then the RTW plan shall be faxed to TRM for further follow-up actions.

4. Referring to specialist or physiotherapist

- ✓ Early referral to physiotherapist or occupational therapist is encouraged so as to achieve desirable outcomes. Close communication between the doctor and the therapist is expected so as to provide an efficient and cost effective treatment for the injured worker.
- ✓ If the injured does not response to conservative treatment, the injured worker shall be referred to appropriate specialist for further management. The referral shall be sent to TRM and TRM will inform the insurance company and then decide the suitable arrangement.

5. Maximum Medical Improvement (MMI) and Medical Assessment Board (MAB) referral

- ✓ Some condition may not fully recover from an injury. When the condition has reached Maximum Medical Improvement (MMI), the injured worker should be advised on the situation, especially the purpose of attending Medical Assessment Board (MAB).
- ✓ After explanation to the injured worker, the doctor will issue a referral (**MAB referral, Appendix 6**) to MAB. The injured worker will go to Labour Department to schedule a date for MAB.

6. Fee and payment terms

- ✓ A separate letter will be issued to individual medical practitioner or medical panel on the agreed fee schedule. Any change of schedule fee needs the confirmation of both parties in writing 2 months before the effective date.
- ✓ The doctor has full discretion to perform any reasonable procedures in an emergency situation. TRM should be informed as soon as possible.
- ✓ Other non-elective situation, prior approval must be obtained from TRM before any action can be proceed.
- ✓ All outstanding invoices must be sent to TRM for payment at the end of each month or 30 days after the consultation. TRM will proceed payment with 30 days after receiving the invoices. If the invoice is received over 30 days period, TRM may reserve the right to decline the payment.



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7. Confidentiality

- ✓ The doctor agrees that the personal data of the employees of the Company, the Company's confidential data and all other related parties' confidential data shall be used only for the purposes of medical consultation only.
- ✓ If further action is required other than medical consultation, prior written approval from the Company and a written consent of the injured worker shall be obtained.
- ✓ The doctor agrees to hold, in strictest confidence, and not to, without the prior written consent of the Company, divulge, communicate with or disclose to any unauthorized person or use or exploit any personal data of the employees of the Company and all of the Company's confidential data, plans, work procedures.

8. Termination

- ✓ Either party shall be entitled to terminate this Agreement at any time by giving three (3) months prior notice to the other in writing.
- ✓ Either party ("non-defaulting party") shall be entitled to terminate this Agreement forthwith by giving notice in writing to the other ("defaulting party") if the defaulting party commits any serious or persistent breach of the terms of this Agreement and shall have failed, within 14 days after the receipt of a written request from the non-defaulting party to remedy the breach.