

# Communicating with Your Designated Provider

## Building a Successful Relationship with Your Clinics

- ☐ HIPAA laws are different when it comes to workers' compensation, allowing you, the employer, to have access to medical records pertaining to the work injury as a party to the claim.
- ☐ Don't understand the work restrictions put in place by your injured worker's medical provider or the medical treatment plan? Ask! Call the medical provider when you need clarification. Knowing and understanding your injured worker's physical limitations and course of treatment will help you keep him or her safe while working.
- ☐ The medical assistant, physician's assistant or nurse practitioner can be a great resource. Ask the clinic staff about who can best assist you with your questions. Physicians are busy, but their support staff will give you the information you need.
- ☐ If your injured worker has an attorney, you can still talk with the medical provider.
- ☐ Make it known that you have modified duty available! Call and discuss this with the medical provider or work with Pinnacol's Return to Work Consultants to develop a task letter.

Need additional guidance? Call 303.361.4000 and ask for Return to Work.

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Keep track of helpful contacts here.

Your Designated Provider: \_\_\_\_\_

Your Claims Representative: \_\_\_\_\_

Your Return to Work Consultant: \_\_\_\_\_