Workers' Comp

From Machine Operator to Medical Assistant

MIN READ



Problem

“Bill” was a 32-year-old employee who became trapped in a machine, resulting in a displaced collar bone, a multiple-level tear of his right shoulder and damage to several fingers. He had been employed as a metal fabricating machine operator with his company for less than a year. Due to his injuries, Bill was unable to return to his job, and he was let go by his employer. The Massachusetts Department of Industrial Accidents (DIA) deemed him suitable for vocational services, and his case was referred to Genex for vocational case management.



Solution

Bill was initially uncertain about what work he would be able to perform. However, with the help of the Genex vocational case manager (VCM), which included career exploration testing and vocational counseling, a vocational goal was developed for retraining into a new career as a medical assistant. The VCM developed a 16-month Individualized Written Rehabilitation Plan (IWRP) and obtained approvals from the DIA review officer and workers’ compensation claims adjuster, which included payment for a Medical Assistant Board Certification training program, transportation expenses, and post-training job placement support services. Bill was accepted into a program, and the Genex VCM communicated with him monthly and when any issues arose to ensure timely completion of

the program.

Outcome

Bill completed the program and secured a job offer from the employer where he was performing his externship. He verbalized much appreciation for the Genex VCM support and assistance, and he shared being incredibly happy with his new job. With the right support and opportunity, people can successfully return to work after an injury. With Genex VCM assistance, Bill was able to complete training and enter a new career sooner than initially anticipated. The paid services within the IWRP totaled just over $8,000, which was a savings of more than $5,000 from the original approved plan estimate.

Total Estimated Medical Savings to date
$ 112,000

Total Savings Will Be Calculated at File Closure

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