

Dear Attorney,

Your worker's compensation referrals are very much appreciated. We aim to better serve your clients efficiently without much delay. Over the last year, my office has evaluated the process of your request for evaluations. This letter is intended to convey what we need to help you accomplish your goals--These procedures would be of great advantage to both your office and my office. We are implementing some changes to hasten your evaluation request. We are moving to an electronic and digital system to better serve you.

On our website, you can accomplish the following:

**WEBSITE:** [NewImageWellness.Net](http://NewImageWellness.Net)

- Submit information quicker for evaluation request
- Submit Cover Letter
- Submit Medical Records--*We are no longer accepting records vial postal mail.*
- Petitioners can submit intake forms electronically-- *This is highly encouraged.* A hard copy will be available as well. This will offset wait time for petitioner on day of evaluation. This will soon be available
- Help your clients to our office with our digital Map and Text Directions--*No more getting lost. (link)*

Frequently, as you know, the petitioner struggles to clearly express their injury including treatment and its impact on their life. In an aim to help them, conscientious efforts are used to include all records—Many records are irrelevant and eclipse the request of your evaluating question. I would encourage you to consider requested material below as out revised working protocol:

**COVER LETTER (a sample format will be available on website soon):**

Many cover letters are too vague and sometimes simply ask for an evaluation. Very often records, complaints, claim petition, and cover letters conflict. Please consider:

1. Cover Letters are needed 3 weeks prior to evaluation date along with records. **If not, then my office will reschedule the evaluation.** If the cover letters are terse simply requesting an evaluation, etc., then my office will contact you for details. **Please include the following:**
2. Claim Petition Data
3. Date of Accident
4. Type of Evaluation:
  - a. NFT versus Permanency Evaluation;
  - b. Please indicate type of Permanency—Psychiatric, Neurological, or Neuropsychiatric.
  - c. Narrative if Occupation or Accidental Claims
  - d. Additionally, please make clear the complaints or area(s) needing evaluation to better contextualize the evaluation.
  - e. Re-opener: copy of application to reopen, petitioner's answers to interrogatories, and order approving settlement.

## **RECORDS:**

We are not able to accept paper records any longer. Records are required at least 3 weeks to the evaluation date for necessary preparation. If not, then my office will reschedule the evaluation until we receive records.

1. Please submit your records in an organized manner separated into the following sections. My Storage saves files in alphabetical order. Therefore, please place the letter A, B, C etc. in front of the sections. Lastly, records are requested to be organized starting with most relevant to the injury and a Table of Contents for orientation. For example:
  - a. **A-Claim Petition, B-Cover Letter, C-Independent Medical Evaluation, D-Related Treatment Records, E-Operative Reports, F-Imaging Reports; EEGs/EMGs, G-Laboratory Data, F-Misc. Records.** In this format, records can be more efficiently utilized ***leading to faster generation of reports.***
  - b. If your request is ***psychiatric***, then include all Psychiatric Records. If there has not been any formal psychiatric treatment, then include records of psychiatric treatment if by PCP, Pain Management, etc.
  - c. If the request is ***neurologic***, then include all related records
  - d. ***Hospital Records-*** Only Initial and Discharge Evaluations are necessary. ***Please Exclude*** Vital Signs, Nursing Notes, & Daily Observation notes. **My office will return medical records that are disorganized and contains too much irrelevant data, especially when totally hundreds of pages.**

## **PAYMENT**

### **1. Worker's Compensation Fees**

- a. **All Fees are pre-paid.**
- b. There has been an increase in late or no arrival
- c. Late fees are applied if a petitioner does not show, arrives 15 minutes later than set time, or a cancellation by the petitioner or attorney within a 72-hour time frame.
- d. Late or No-Show fees must be settling before evaluation can be rescheduled.
- e. These evaluations require 45-minute. Therefore, it is important the petitioner arrive ahead of time.

### **2. Personal Injury and Disability Evaluation:**

- a. Personal Injury and Disability Evaluation have the same protocol as Worker's Compensation with the exception of the fee amount.

### **3. Digital Payment:**

- a. We are no longer accepting paper check. Upon request for an evaluation, you will receive appointment date and time along with an electronic invoice. Please notify my staff of the contact person's email handling invoices. *There will be two choices for payment: 1) Credit or Debit Card 2) ACH-Bank transfer. Bank transfer does not incur fees; however, credit and debit card have a 3% processing fee. I would encourage ACH-Bank transfer.*

**Special Needs:**

**Interpreter:**

- Please ensure my staff understands an interpreter is required for your client and accommodations have been made.

**Transportation:**

- Please inform my staff if a transportation service is escorting your client. In these cases, we arrange afternoon appointment to avoid transportation delays.

I am hopeful when you consider these adjustments you will appreciate my interest in expediting the evaluation. I appreciate your consideration. If you have any questions please contact my office.

Respectfully submitted,

Chris Winfrey M.D.