

Accessing Nurse Care Services



USC has designed a simple process that allows you to quickly tap into this health service benefit. If you become injured or ill on the job, USC requires that you report the incident immediately to your supervisor.

WorkCare will give you a medical release form to sign that describes how your personal health information is protected under HIPAA. This form describes your confidentiality rights provided by HIPAA, as well as disclosure guidelines set forth by Occupational Safety Health and Administration (OSHA). This signed medical release form is needed in order for WorkCare's nurses and healthcare advocates to provide services.

If medical attention is required, USC will send you to a provider within the USC Medical Provider Network (MPN). The WorkCare nurse/advocate will consult with you during, after or before your visit to the clinic.

If your injury/illness does not require medical attention, a WorkCare health professional may still follow-up with you to ensure that it is safe for you to return to work, and assist you with any health-related questions or concerns.

If your case is not work related, upon your signed consent, the nurse/healthcare advocate will work with you to provide the services as described.

For further information, contact your Health Advocate at (213) 740-7407.

851 Downey Way, HSH 300
Los Angeles, CA 90089

WORKCARE[™]
Making Health Count



YOUR **GUIDE** to Access

NURSE HEALTH ADVOCATE

s e r v i c e s

- MEDICAL TREATMENT MONITORING
- CARE COORDINATION
- FAMILY LEAVE
- HEALTH ADVOCACY
- RETURN TO WORK
- HEALTH COUNSELING



Partnering for Employee Health & Well-Being

In its ongoing mission to promote a safe and healthy workplace, University of Southern California (USC) has partnered with **WorkCare™**, an occupational health consulting firm owned and managed by physicians with expertise in providing an array of employee health services.

WorkCare supports USC's workplace health initiatives by providing a range of integrated programs, including nurse care management and advocacy services. This brochure explains the care management process and how it benefits you as a USC employee. These services are offered by nurses and healthcare professionals who have solid expertise in serving the needs of disabled employees.

Private and Confidential Consultations

As an independent healthcare company, WorkCare protects the confidentiality of your personal health information under the Health Insurance Portability and Account Act (HIPAA) regulations. All nurses and healthcare professionals comply with this law to safeguard the privacy of your personal health information.

The nurse or health professional you contact will keep all communications confidential, unless the case is work-related, which falls under workers' compensation disclosure guidelines.

About Nurse & Healthcare Advocacy Services

Sometimes recovery from an illness or injury can be hampered because of administrative barriers, ineffectual care or worsening health conditions. This is where the healthcare advocate steps in. Like a quarterback for your health, these nurses and healthcare professionals work on your behalf to coordinate care between you, your medical providers, or others who can affect the delivery of healthcare services to you. They carry out these activities through telephonic care management, offering you the following services:

Medical Treatment Monitoring

- Provide clinical guidance---from the onset of illness/injury to recovery
- Answers your questions or advise you on treatment plans and considerations
- Explain expectations about typical injury/illness durations
- Discuss any health concerns related to your injury/illness

Care Coordination

- Help you navigate the healthcare system to coordinate care and services between you, your provider and others involved in your treatment and recovery

- Advocate your interests to healthcare professionals to ensure optimal care practice are deployed
- Provide referrals to human and social service agencies to help you with personal or dependent care needs



Return-To-Work Facilitation

- Coordinate return-to-work with your employer so that the transition back to work is smooth as possible
- Work with your employer to arrange work restrictions, if required
- Follow-up with you after your return to work to make sure your transition back to work is going well

Health Advocacy Process

