

# What to expect at VMAC

Virginia Medical Acute Care exists to serve you. Our focus balances the health needs of the patient, the business needs of the employer, and customer service for each individual involved in the process.

**Our priorities are your priorities. We measure what you measure.**

## Cost & Value

**Return to work/Light duty:** At VMAC, the chances of your employee being taken out of work for medical reasons after initial evaluation are less than 1%. We get to know your work policies and operations and tailor light or modified duty to your employee's medical needs.

**Our average time from light duty assignment to return to full duty is 7.5 days, even if care is still ongoing!**

**Physical Therapy:** Many clinics who see work injuries have in-house physical therapy, which can lead to over-utilization. VMAC provides referrals for physical therapy but the incentive to use it is based solely on **medical necessity**.

Recent studies on groups of young, healthy patients like your employees, with single acute (new, recent, short-term) injuries have shown that sound advice from a physical therapist or provider, followed closely by the employee, has as good or better results than four weeks of formal physical therapy!

**Business metrics:** We care about and track business-related metrics. For an example of the statistics from a typical (actual) client, see reverse. **We are your business partners!**

## Service

**Communication:** Workers comp injury management can run smoothly, provided all three interested parties (**employee, provider, employer**) are involved from the outset. Problems begin almost immediately when the employer is "left out of the loop," as often happens. VMAC will call you on virtually every visit your employee makes to us.

**Billing:** If you choose to not have your workers comp insurance billed but would rather have your company pay VMAC directly, we will discount our usual and customary charges by 30%.

**Accessibility:** VMAC operates on a **walk-in basis**. Your employee is hurt, you send him to VMAC, he gets seen. No next day or next appointment available.

## Medical

**X-Ray:** On-site x-ray with digital processing allows your employee to leave with a CD of his or her studies when necessary.

**Pharmacy:** On-site pharmacy is available to many companies depending on insurance and hours.

**Experience:** Dr. Davis, as Medical Director, has over **35 years experience** in workers comp injury management and Emergency Medicine.