



## ASSOCIATES IN REHABILITATION MANAGEMENT, INC.

## Bilingual Medical Case Management

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*Se habla español!*

*Constructing  
New Bridges  
Across Cultures*



## Our Goal

*Return the injured worker to gainful employment; with the insured or alternative employment at another employer site.*

*With our broad knowledge of community resources, we work closely with all parties to coordinate a cost-effective outcome.*

*Associates in Rehabilitation Management will service your claims with efficiency and integrity - locally - or anywhere in the United States.*



## Case Management Services

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In the Hispanic culture, “personalism” is a value that emphasizes the importance of personal relationships. When a nurse case manager who speaks his language contacts an injured worker his/her fears and distrust are minimized. He/she now has a direct source of information and support to guide him/her through the complex and frightening Workers’ Compensation process.

## **Bilingual Medical Case Management: It’s not just about language – It’s about cultural competency.**

Benefits to the insurance carrier are numerous: the Bilingual Nurse Case Manager can guide the injured worker to excellent health care providers. He/she can determine any cultural barriers that may adversely impact the recovery process, and can facilitate claimants timely arrival at physicians’ appointments, therapy sessions, etc. (**Time orientation** is more flexible in the Hispanic culture and this is a cultural variance that must be considered in scheduling appointments, etc.).

Perhaps the most significant cultural imperative is “**respeto**,” and AIR’s case managers demonstrate this value in every interaction with injured workers. They understand the importance of modesty and privacy in the Hispanic culture. They know that direct eye contact may be considered rude. And that rather than appear confrontational, many Hispanics will appear to agree with others, even if they do not understand, rather than risk being impolite.

Our nurse case managers consider all of the above cultural variances and many more when developing working relationships and treatment plans with Hispanic claimants. They understand the vital role that the family plays in the Hispanic culture and include family members in making health care decisions and in assisting the injured worker with his treatment regimens.

## **Our Bilingual Medical Case Management Services offer a combined 40 years experience.**

- + Our nurses provide not only interpretation services during medical consultations but also a respect for and understanding of cultural values.
- + Our bilingual case managers offer culturally diverse injured workers a point of contact and communication with claims adjusters and providers.

### **Did you know?**

- + Hispanic workers suffer more fatalities each year in U.S. construction work accidents than African-American and Caucasian workers combined. And these injuries are on the rise.
- + Hispanic construction workers represent almost half of our country’s construction work force.
- + The number of Hispanic construction workers quadrupled in the last two decades.
- + 12% of serious injuries among Hispanic workers occur during the first day on the job.
- + Hispanic workers often do not feel comfortable asking questions because, in their culture, it could be considered rude and a challenge to authority.

### **The bilingual nurse case manager fulfills the essential role of bridging the gap between the Hispanic patient and the typical American health care provider who does not speak Spanish and is often unaware of medically relevant aspects of culture.**

Providers may order inappropriate diagnostic tests for patients of different cultural backgrounds because they may not understand the patient’s description of symptoms. Alternatively, providers may order more diagnostic tests to compensate for not understanding what patients are saying.

Patients may not adhere to medical advice because they do not understand, thus they do not trust the provider.

## **What can a bilingual case manager do for you?**

- + Coordinate three-way conference calls with the IW and adjuster, providing interpretation to confirm mechanism of injury and initial complaints.
- + Provide a panel of doctors and coordinate a prompt initial evaluation with a qualified physician.
- + Secure treatment recommendations and ensure the IW understands his/her medical condition and the treatment recommendations.
- + Obtain prompt coordination of diagnostics and treatment by providing appropriate statistics and billing information to vendors.
- + Communicate with the EOI regarding RTW accommodations.
- + Inform the treating physicians’ of work accommodations and secure work releases.
- + Review physical restrictions with the IW and serve as a resource for the EOI and IW in the RTW process.
- + Obtain necessary documentation for the work compensation process.

### **The ONE TIME TASK assignments can serve to:**

- + Coordinate a physician visit, secure IE complaint/statement, obtain physicians’ treatment plan and work status.
- + Schedule and coordinate IMEs and provide interpretation at the evaluation.
- + Coordinate PT, work hardening or FCE and provide interpretation for the initial evaluation and subsequent sessions as necessary.

### **Letters to the claimant are provided in both Spanish and English.**



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