

# HEALTHLINE MEDICAL GROUP

## CASE STUDY:

### Healthline CARES Approach Helps Avoid Litigation in Complex Case

#### BACKGROUND

*Three years ago, a 63-year-old female CNA, who had been employed for only four months at a convalescent home, presented to Healthline Medical Group with bilateral knee pain. Her role required her to stand for eight or more hours a day, and during the clinical exam, it was clear that her pain was severe—both knees were swollen, her range of motion was limited, and she was limping. X-rays revealed advanced degenerative arthritis, indicating the condition had likely existed long before her employment began with this employer.*

#### HOW HEALTHLINE PROVIDED EXCEPTIONAL CARE

*In this case, Healthline Medical Group demonstrated why it is a leader in occupational health care, providing critical support and expertise to the employer, workers' compensation carrier, and to the patient throughout the process.*

#### Accurate Diagnosis and Prompt Communication

Healthline quickly identified the patient's knee pain as stemming from a pre-existing, non-industrial condition, which significantly impacted how the case was managed. Immediate communication with the employer and workers' compensation carrier ensured that all parties understood the situation and that the patient would need to pursue treatment through her private healthcare provider. This timely, clear communication is key in reducing unnecessary workers' compensation claims and costs.

#### Adherence to ACOEM Guidelines

Healthline applied the ACOEM guidelines for treating advanced degenerative arthritis, ensuring the patient received proper care without unnecessary delay. By following evidence-based protocols, Healthline not only provided the right medical recommendations but also maintained credibility with all parties involved.

**“The rapport Healthline developed prevented the case from escalating into legal action, saving time, money, and stress for everyone involved.”**

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## Relationship Management

Healthline's approach was not just about medical treatment—it was about building relationships. By working closely with the employer, the workers' compensation carrier, and the patient, Healthline was able to resolve the case efficiently. The patient was provided with her own medical records and received support in understanding that her knee replacement surgery needed to be handled privately. The rapport Healthline developed prevented the case from escalating into legal action, saving time, money, and stress for everyone involved.

## Holistic Care for the Patient

The patient was guided through the entire process with professionalism and empathy. Healthline provided her with clear information, kept her involved in decision-making, and even offered to communicate with her private physician to ensure continuity of care. This level of support contributed to a positive outcome where the patient received her knee replacement surgery privately, as she should have done from the start.

## The Results

Thanks to Healthline Medical Group's expertise, the workers' compensation case was resolved without litigation, and the patient received appropriate treatment through her private medical provider. The employer and workers' compensation carrier were kept informed at every step, reinforcing Healthline's role as a trusted partner.

## CONCLUSION: WHY EMPLOYERS CONTINUE TO TRUST HEALTHLINE

This case is a clear example of why employers choose to work with Healthline Medical Group long-term. The team's diligence, commitment to patient care, and effective communication not only ensured a positive outcome for this case but also reinforced the importance of selecting a provider that upholds the highest standards in occupational medicine.

## Contact Us

If you're ready to see how Healthline Medical Group can help keep your employees healthy while maintaining the bottom line, contact us today.