

Arkansas Specialty Orthopaedics Policies and Procedures

Subject: IME Policy
Written By: Work Comp Liaison

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Policy:

IMEs are scheduled by the Work Comp Liaison. Records are received prior to the appointment for physician review. Payment and imaging films are due 4 days prior to the appointment. Notice of cancellation or rescheduling is required 48 hours in advance of appointment in order to receive a refund.

Procedures:

Appointment Scheduling

1. Calls for IMEs should be transferred to the work comp liaison. The caller will be informed that our office policy requires that we receive a cover letter and complete medical records prior to scheduling the appointment.
2. Once the requested information has been received, it will be forwarded to the physician for review if required. The work comp liaison will keep a log book, for the medical records to be logged in and out. The log book will be reviewed weekly. Once the physicians review is complete he will document his response on the medical records and return them to the scheduler. If the physician does not require prior review then the work comp liaison will contact the requestor to schedule the appointment.
3. Appointments will be scheduled at least one week in advance in the appropriate slots approved by the individual physician.
4. The work comp liaison will notify the caller that payment and complete imaging films must be received at least 4 business days prior to the appointment. The caller will be notified that the patient must bring photo identification with them the day of the appointment. In the event imaging films can not be sent prior to the appointment, the patient will be allowed to bring the films with them, if the patient shows up for the appointment with out complete films and photo identification the appointment will be canceled and payment forfeited. An IME policy outlining the above listed information will be faxed to the caller.
5. The work comp liaison will mail a new patient packet to the patient once the appointment has been scheduled.
6. Notice of cancellation or rescheduling is required 48 hours in advance of appointment in order to receive a refund.

Prior to the Appointment

1. All correspondence will be mailed to the attention of the work comp liaison. Once the work comp liaison receives the requested information, a physical chart will be made. The chart will contain complete medical records filed in chronological order, the cover letter, and a copy of the check. Once films are received, they will then be checked in by the scheduler and then sent to the appropriate x-ray department to be filed in future appointments.
2. The physical chart will be given to the physician's assistant or appropriate medical records clerk at least 2 business days prior to the scheduled appointment.
3. The actual IME check will be restrictively endorsed, copied, filed by date and retained until the date of the appointment in a secure location.

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Day of Appointment

1. The medical records clerk, or assistant will make sure the front desk receives the prepped chart.
2. The front desk will scan and copy the patient's identification card. The photo copied I.D. will be filed under the correct tab as indicated by the individual care center.
3. The patient will be asked to sign an IME policy Informed Consent Form, which will be filed under the correct tab as indicated by the individual care center.
4. After the patient's appointment, the fee ticket will be forwarded to the work comp liaison's designated area.
5. Once the fee ticket has been received, the work comp liaison will enter the charges and post the payment.

After the Appointment

1. Once dictation has been reviewed and signed by the physician, it will be copied and mailed to the designated contact as indicated by the requestor. The copy will be retained in the chart and filed under the correct tab as indicated by the individual care center.
2. Requested addendums, or changes to the IME report should be submitted in writing and directed to the physician for further review.
3. Under no circumstances is an IME report to be released to a patient, or patient's representative, without written authorization from the requestor.
4. If the requestor calls to schedule an additional appointment, the call should be forwarded to the work comp liaison. Additional appointments will be authorized at the physician's discretion.

Fee Schedule

1. The fee for the first body part is \$1000
2. The fee for each additional body part is \$250.00.

Refund policy

1. Notice of cancellation or rescheduling must be given no later than 48 business hours prior to the appointment in order to receive a refund.
2. If the patient fails to appear for their scheduled appointment, or if notice of cancellation /reschedule is not given within the allotted time frame the entire payment is forfeited.

Cancellation/Reschedule Policy

Patients are not permitted to cancel or rescheduled their IME. IME appointments may only be cancelled or rescheduled by the requestor.