



INJURED WORKERS LAW FIRM

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Thank you for choosing me to represent you in your workers' compensation matter. I know that you have placed your trust in me and my goal, as well as the goal of my entire legal team, is to help you receive the best outcome possible.

We have developed a list of guidelines and frequently asked questions. We look forward to assisting you.

What Every Workers' Compensation Client Should Know

1. Office hours are 9:00 a.m. – 5:00 p.m. However, voice mail is available 24 hours. If calling during times when the office is closed, please leave a detailed message.
2. Insurance companies do not pay money willingly. The insurance company can be expected to thoroughly investigate the facts of the accident, the claim for medical treatment, and any past injuries or claims. The insurance company will obtain copies of all of your past medical records.
3. The insurance company may hire a private investigator to take video of any physical activity in which you participate. The insurance company may even lay a trap for you, such as attempting to hire you to do physical activity, causing a flat tire, or placing something in the yard that will need to be lifted, etc.
4. The insurance company may hire a private investigator carrying a concealed tape recorder to catch you in discussions with friends, family, etc. **YOU SHOULD NOT DISCUSS YOUR CASE WITHIN ANYONE, INCLUDING FRIENDS.** If the insurance adjuster contacts you, do not discuss your case. Simply refer them to this office. However, you must cooperate and communicate with any vocational consultant.
5. It will help your case to tell me about any **PRIOR INJURY** or **PRIOR PAIN** to any parts of your body. Many good cases are lost by the injured person's failure

to inform their counsel of previous injuries. Even if it seems completely unimportant or irrelevant, please inform me.

6. Please furnish me with the names and addresses of all doctors who have treated you. Particular attention should be given to all doctors in the local area, where it will be easy for the defense to obtain full copies of the medical records. I do not expect you to remember everything in your medical history; therefore, it is advisable to have copies made of any medical records of the family doctor, etc. so that you may review your own previous complaints to refresh your memory.
7. I will need every office note from all physicians seen by you and the charts of any hospital where you were seen following your accident. All medical care providers charge law offices for providing these reports. Therefore, you have the option of submitting the reports to this office or in the alternative, submitting payment to this office so the records can be obtained. Please let me know immediately if you will submit the reports or you wish me to obtain the reports.
8. Insurance companies keep a record of any and all claims against any insurance company. The insurance company is sure to find out if you have ever made a previous claim. Please let me know if this is the case.
9. Tell your doctor all of your complaints. The doctor's records can only be as complete as what you have told the doctor. Obtain a second opinion if your doctor does something you do not like. Be aware that you will have to pay for it unless the insurance company agrees to pay for it.
10. Keep track of all prescriptions and medicines taken, preferably saving all bottles or containers of medicine. Please send all bills and other papers pertaining to your medical treatment for your work accident to our office.
11. Keep a diary of all of your complaints. This will help you remember many months later what happened and when.
12. Often, you will need to contact this office to relay information or to ask a question. There will be instances when you may call and I will not be immediately available. My staff will gather as much information as possible from you instead of putting you into voice mail. Office procedures require that such messages are conveyed to me as soon as possible. If the message contains information, my staff or I can begin using it more quickly. If the message is a question to be answered by me, the response (or additional information needed for a response) may be conveyed by a staff person to you once I have made a determination. Law firm staff will not advise clients, but they will facilitate attorney-client communications. We do this in the interest of time and to keep you up-to-date as often as possible.
13. At each medical appointment, be sure to obtain a disability slip if your physician

has not returned you to work. Keep a copy of EVERY disability slip your doctor gives you and immediately submit it to this office.

14. Request that the doctor's office make the nurse case manager, if applicable, remain outside the examination room when you are being examined and request to be present when there is any discussion between your doctor and the nurse case manager.
15. Request a travel reimbursement from the insurer at fifty-five cents (\$.55) per mile if the rehab worker requires you to travel to interviews.
16. If your case proceeds to a hearing, you can expect the Commission to take several months before the case is decided. You will not receive any compensation during this wait. However, if you prevail at hearing, your benefits will be paid to you retroactively.
17. If you move or change phone numbers, please immediately provide this office with your correct address or phone number. Some cases are lost because the attorney does not know how to contact the client.
18. If you are released to light duty, you must immediately register with the Virginia Employment Commission (VEC). You are also required to look for light duty employment within your doctor's restrictions. You will need to file applications for employment with a minimum of five (5) potential employers per week, keeping a written record of the names of the businesses, the date of the contact, and the type of position for which you applied.
19. Cooperate with the vocational rehabilitation worker, if applicable; however, you can require that the meetings be at reasonable times and places. If you ever have to cancel a meeting, you must reschedule it.
20. Please immediately notify this office if you return to work.

We look forward to working with you. As always, we are here to answer questions whenever you need us. Thank you for your confidence in us.