Onsite Case Manager Visitation Process

Updated 3.28.2022

1. All workers’ compensation case managers (internal and external) who come to Vanderbilt University Medical Center, to provide case management services for the injured worker must register with Vanderbilt Corporate Health Services, sign a Confidentiality Agreement and obtain a photo ID badge. Registration information is updated regularly and renewal stickers are issued for a two year period. Verification of case management status should be directed to Vanderbilt Corporate Health Services at 615-936-6074.
2. Case Managers must wear their photo ID badge at all times when they are on the Vanderbilt or VMG campus (this includes outpatient clinic areas, offsite VMG clinics, the emergency department, burn clinic or any other patient care area.)
3. **PLEASE NOTE NEW PROCESS:** If the case manager needs to visit an injured worker who has been admitted to the hospital or if the case manager will be attending a patient appointment, the case manager will need to contact us **STATING THEY ARE THE CASE MANAGER ON THE FILE AND MAKE SURE OUR STAFF ADDS YOU TO THE PATIENTS CHART.** Please call usat 615-936-6074, or email [corporate.health@vumc.org](mailto:corporate.health@vumc.org), on the day prior to the visit **OR** on the same day of the visit in order to follow required procedures prior to seeing the patient. ***Please provide: Patients Name, DOB, Date of Appointment and Physician the patient is seeing.***
4. Workers’ Compensation case managers should visit inpatients and obtain medical information during the regular operating hours of Monday through Friday, 8:00 AM to 5:00 PM unless the case manager is requested to come onsite by a VUMC faculty or staff member, the patient, the patient’s family or the Hospital Administrator on call.
5. All requests for workers’ compensation related medical records should be directed to Vanderbilt Corporate Health Services at 615-936-6074.
6. Unidentified visitors observed reviewing patient records and/or attempting to obtain access to patients or patient families will be escorted off the unit/clinic. If the visiting case manager does not have a properly issued name badge, they should contact Vanderbilt Corporate Health Services at 615-936-6074 to set up a time to have a badge made the day of their appointment or at a time that would work best. **NOTE:** The registration and confidentiality forms can be downloaded from our **new website** at [***www.vumc.org/vchs-workers-comp***](http://www.vumc.org/vchs-workers-comp) (go to the directional bar on the left entitled “Inpatient/Outpatient Access for Case Managers” and complete ahead of time. Please send to [tammie.mathis@vumc.org](mailto:tammie.mathis@vumc.org)
7. Vanderbilt Corporate Health Services oversees the activities and conduct of the onsite case managers and provides interface between the case manager and the faculty/staff as necessary. Violation of this policy is subject to disciplinary actions. Perceived violations should be reported to Vanderbilt Corporate Health Services at 615-936-6074. Address is 3319 West End Ave, Suite 950, Nashville, TN 37203