

Onsite Case Manager Visitation Process

All workers' compensation case managers (internal and external) who come to Vanderbilt University Medical Center to provide case management services for injured workers 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. Case Managers must always wear their photo ID badge 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.

Note process: If the case manager needs to visit an injured worker who has been admitted to the hospital or will be attending a patient appointment, they must contact us **STATING THEY ARE THE CASE MANAGER ON THE FILE AND MAKE SURE OUR STAFF ADDS YOU TO THE PATIENTS CHART.** Please call us at (615) 936-6074, or email corporate.health@vumc.org, on the day prior to the visit **OR** on the same day of the visit to follow required procedures prior to seeing the patient. ***Please provide: Patient's name, date of birth, date of appointment and name of the physician the patient is seeing.***

Workers' Compensation case managers should visit inpatients and obtain medical information during regular operating hours, Monday through Friday, 8 a.m. to 5 p.m., 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.

All requests for workers' compensation-related medical records should be directed to Vanderbilt Corporate Health Services.

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 to make an appointment to have a badge made the day of their appointment or at a time that would work best. **NOTE:** [Download registration and confidentiality forms from our new website](#). Send completed forms to tammie.mathis@vumc.org.

Vanderbilt Corporate Health Services oversees the activities and conduct of 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 tammie.mathis@vumc.org.