

The background features abstract, overlapping geometric shapes in various shades of blue, ranging from light sky blue to deep navy blue. The shapes are primarily triangles and polygons, creating a dynamic, layered effect. The text is centered in the white space between these shapes.

Professional Ethics in Medical and Vocational Case Management



WE'RE BEST FRIENDS
AND AGREE ON MOST THINGS,
BUT WHAT I CALL
"UNETHICALLY TESTING
BEAUTY PRODUCTS ON
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"GIVING ME A BATH."

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Learning Objectives

- ❖ Definition of Ethics
- ❖ What is an ethical dilemma?
- ❖ Identify ethical issues in workers' comp case management
- ❖ Discuss how to best handle ethical dilemmas

Ethics Defined

- ❖ The word "ethics" means a system or code of morals of a particular profession.
 - ❖ The word "moral" or to be "moral" means to be capable of making the distinction between right and wrong.
 - ❖ Moral reasoning/ethical reasoning in case management means being able to make the distinction between right and wrong in how one conducts the practice of case management.

Ethical Dilemma Defined

- ❖ A decision-making problem between two possible moral imperatives, neither of which is clearly acceptable or preferable.

Ethical Considerations

- ❖ Working with and reporting to multiple parties
- ❖ Keeping the referral source satisfied with services
- ❖ Turning a case away
- ❖ Losing a file by not doing what is asked by the carrier
- ❖ Marketing from healthcare facilities, providers, DME companies, etc.
- ❖ Maintaining confidentiality

Ethical Considerations (continued)

- ❖ Lack of cultural competence
- ❖ Scheduling an appointment with a provider who you feel will definitely “release the injured worker to full duty without appropriate considerations”
- ❖ Advocacy and Courage

Working with all the parties...



- ❖ Injured Worker
- ❖ Carrier
- ❖ Employer
- ❖ Plaintiff Attorney
- ❖ Defense Attorney

Keeping your referral source happy

- ❖ You get what you pay for...would your referral source want to hire someone that bends the rules or someone who is ethically reputable and reliable?
- ❖ Rule 04 NCAC 10C .0110 Change of Rehabilitation Professional - must occur by agreement of the parties

Would you decline a referral?

- ❖ Already have a full caseload
- ❖ Do you have the time to schedule appointments within a reasonable timeframe, make calls, keep up with documentation, etc.?
- ❖ Would it not be a disservice to all if you accepted a case if you don't have the time to devote to it?

Fear of Losing a Case

- ❖ What if the employer or the carrier asks you to do something that they feel is reasonable but is not within the rules, codes of standards, or other codes of ethics?
- ❖ “If you won’t do it, I’ll find someone who will.”
- ❖ Would you do what is being asked even though you don’t feel right about it?

Marketing to Case Managers

- ❖ Healthcare facilities, providers, transportation, translation, and DME companies frequently market case managers in the form of written materials, invitations to lunches, free CEU's, or free social events.
- ❖ If there is a choice do you utilize the best choice for the situation or are you partial to a company that markets to you because you like their representative?

Maintaining Confidentiality

- ❖ You may take a detailed health history for the initial interview but do you need to report EVERYTHING?
- ❖ Information obtained in the course of the professional relationship should not be disclosed to third-parties without obtaining the client's permission.
- ❖ Figure out what information is necessary to report along with your accountability in terms of confidentiality.
- ❖ Don't share information or diagnoses that do not directly affect the rehabilitation process or recovery.

Code of Ethics

Do You Know What They Are?



Codes of ethics applicable to Medical and Vocational Case Management



American Board for
Occupational Health Nurses, Inc.

Codes of Ethics for professional certifications



- CRC
- CCM
- CDMS
- CVE
- COHN/COHN-S
- CRRN
- ONC



Top Ethics Traps

- ✓ Not Knowing your Code of Ethics.
- ✓ Not standing up to do the right thing.
- ✓ Not seeking input when in question.
- ✓ Failure to disclose role, relationship or purpose.
- ✓ Failure to notify other parties of a potential conflict of interest.

KNOW.....Learn.....Code of Ethics.....Law



Things to Remember

- ❖ Primary role is to be a client advocate
- ❖ Know your code of ethics
- ❖ Know the laws that impact your role
- ❖ Consult your supervisor or colleagues when in question
- ❖ Contact your certification board if you still need assistance

Do the Right Thing



Ethics

- ❖ Have the courage to say no
- ❖ Have the courage to face the truth
- ❖ Do the right thing because it is right
- ❖ **EVERYBODY** wins when all parties behave professionally and ethically.

Final Thought



“ETHICS IS KNOWING THE DIFFERENCE IN
WHAT YOU HAVE A RIGHT TO DO AND WHAT IS
RIGHT TO DO”

-Albert Schweitzer

“RELATIVITY APPLIES TO PHYSICS NOT
ETHICS”

-Albert Einstein

The background of the slide is a reproduction of the painting 'The Starry Night' by Vincent van Gogh. It depicts a night scene with a dark, turbulent sky filled with stars and a bright, glowing crescent moon. The sky's colors range from deep indigo to a lighter, shimmering blue. Below the sky, a dark, swirling sea reflects the light from the stars and moon. In the foreground, a small, dark boat with a single figure is visible. The overall texture is highly expressive, with visible brushstrokes throughout.

“CONSCIENCE IS A MAN’S COMPASS.”

VINCENT VAN GOGH

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