

MCO case manager makes critical call

R. Marcum is a 53-year-old male who had meniscus tear repair to the left knee on Aug. 19, 2009. 1-888-OHIOCOMP Nurse Case Manager Lily Elia contacted the injured worker at home on Aug. 24 for a post-operative follow up. During the conversation, Mr. Marcum stated that he had developed severe cramps in his left calf and some swelling to his left foot. He stated that the swelling to the foot decreased with the raising of the extremity. He had only minimal relief of the cramps. He stated that a hospital post-op nurse had called earlier and instructed him to contact his physician. She did not indicate his condition might be urgent. Mr. Marcum stated he had called his doctor's office and left a message. His call was not immediately returned.

Lily continued to question Mr. Marcum asking several questions to determine his level of discomfort and location of the swelling. In addition, she asked if he had difficulty breathing to which he replied, "yes, sometimes." Based on their conversation, Lily instructed Mr. Marcum to contact his doctor immediately and note his condition was urgent.

Out of concern for the injured worker and recognizing the urgency, Lily contacted the physician's office as well. She learned that Mr. Marcum was instructed to go immediately to the nearest emergency room. The doctor's office called Lily the following morning to report that Mr. Marcum was admitted with a diagnosis of deep vein thrombosis with two emboli (blood clots) in the right lung.

Mr. Marcum called Lily on Aug. 26 and thanked her for "saving" his life. On Aug. 28, Mr. Marcum was discharged home with medication and instructions.



This summary demonstrates the extraordinary care provided to an injured worker by 1-888-OHIOCOMP Nurse Case Manager Lily Elia who took aggressive measures to avert a potential life-threatening situation. This summary is presented here with the permission and grateful acknowledgement of injured worker R. Marcum.

This is just one example of the types of interactions that occur between 1-888-OHIOCOMP case managers and their injured workers on a regular basis. Many thanks to Lily Elia and all 1-888-OHIOCOMP staff for their care and concern. You truly do make a difference every day!

**- Dan Neubert, Executive Director
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