

DOES GENERAL INSURANCE PRACTITIONER EMPOWER THE PATIENT?

*Mag. Olivera MASTEN CUZNAR, dr. med.,
General insurance practitioner in Kranj*

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Absence from work in Slovenia -1

- ❖ is regulated by legal proceeding
- ❖ is a result of communication and co-operation between patient's general practitioner - **GP** and insurance practitioner - **IP**
- ❖ the result is decree with explicit sentence, professional and lawful explanation
- ❖ patients and employers have right to complain on the second degree level and to prosecute at competent law-court

Absence from work in Slovenia - 2

- ❖ is usually handled only on patient's medical documentation
- ❖ the patient is handled personally by the IP on patient's, GP's or IP's demand

Example of proceeding on General Insurance Institution

- ❖ **47-year's old woman, who has sitting work**
- ❖ **difficulties with her left knee because of an old injury**
- ❖ **hasn't been able to work for a year**

Example - therapy

- ❖ **June 2006 - varisation osteotomy of distal femur**
- ❖ **March 2007 – arthroscopic reconstruction of anterior crucial ligament with transplantation of quadriceps cord and reconstruction of posterial complex with semitendinosus cord**
- ❖ **14 days of rehabilitation in suitable health resort: dismissed with difference 1 cm between left and right leg, with complete extension and 110 degree flextion**

Example – handling on General Insurnace Institiution

- ❖ she was handled personally by the IP three times:
- ❖ in October 2006 there was very bad posterior instability of left knee and obvious muscular atrophy
- ❖ she was using “four point” knee ortrhoses
- ❖ in March 2007 IP anticipated four hour work reactivation till surgery

Example – handling on General Insurnace Institiution

- ❖ in May 2007 – even worse muscular atrophy, IP called patient's attention on overusing the knee orthoses and suggested to walk without it at least in her apartment
- ❖ IP suggested walking outside to motivate the patient for work and first of all to strengthen the muscles of left leg

The result - 1

- ❖ she complained on every time decree even the decisions were accepted in her presence
- ❖ even when she was recognized completely unable for work
- ❖ she reacted very agitated
- ❖ sent complaints about IP handling on different headings, she was disappointed because of the IP treating and advices of activation, physical training, losing weight,...
- ❖ by her opinion the advices were not in accordance with advices of her operator - orthopedist

The result - 2

- ❖ proceeding was completed in June 2007 (after the rehabilitation in health resort) with the decision of IP to give up further handling of the patient
- ❖ she personally explained the patient that because of mistrust in her honesty and professional ability she will let the handling to another IP

Discussion

WAS THE DECISION CORRECT AND PROFESSIONAL?

WHAT ABOUT IP EMPOWERING PATIENT'S GP?



We can't do big things, only small with big love.

(mother Tereza, 1910 – 1997)