

**VOLUME 17 | ISSUE 1 | SPRING 2021**

## WELCOME LETTER

### **LVBCH Medical Director, Dr. Jeff Burtaine, Available to Advise Employer Members (March 2021)**



As part of LVBCH's Medical Director, Jeffrey Burtaine, MD, an occupational medicine specialist, is offering complimentary executive physician consulting services to Coalition members. Recently **News Notes** interviewed Dr. Burtaine to learn more about the offer and his expertise.

#### **Tell us about your background.**

I have been involved with all three parts of the healthcare triangle. I worked as a physician at Lehigh Hospital for 15 years, as a Medical Director at Mack Trucks for 15, and as a Medical Director for Highmark Blue Cross for seven years. I currently work part-time at St. Luke's Care Now (walk-in care). Decades of varied experience has provided me with the knowledge to address nearly any health-related issue.

#### **Why are you offering this service?**

I felt that I could do more in my role to benefit the Coalition and its members. Many employers, especially small businesses, cannot afford a medical director. I have the time. I have the energy and I want to help. When our members benefit from the guidance of the Coalition's Medical Director, and feel better about LVBCH, everyone wins.

#### **What services are you offering?**

I can help in five areas.

**First: the impaired employee.** Envision that your employee sometimes slurs his speech and is forgetting things. This is not the person you know. It could be an alcohol problem or a neurological issue like Alzheimer's. I can advise the employer on the best way to approach the employee and depending on the situation, the best next steps.

**Second, Workmen's Comp.** Most employers think they are getting steamrolled when it comes to workmen's comp. I can help them develop a plan that verifies their employees' claims and gets them back to work as soon as possible. Most likely, this would include a light duty assignment because studies show employees who are required to come to work every day return to the job faster.

**Third, COVID-related issues.** I'm sure that everyone is familiar with these.

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**Fourth, return to work issues.** Your employee is diagnosed with schizophrenia. When is the right time to return? What accommodations must you make? Or your employee has been out with back problems and wants a desk on the first floor. Do you have to provide it?

**Fifth, medical insurance appeals.** I can help employers overturn denied claims or requests. For example, when I was at Mack, an employee requested proton therapy at the University of Pennsylvania. At that time, it was leading edge treatment and cost four times more than the standard treatment. The insurance denied it. With my help, however, we were able to get it covered.

***How long have you been associated with the Coalition?***

I've been involved with LVBCH about 15 years, serving on the Quality Committee. Our biggest initiative has been getting hospitals to report on quality so employers know what they are paying for. Healthcare is a black box. Payers pay money and no one tells them what they are getting in return. Several years ago, LVBCH said to the hospitals you have to keep records of your quality because otherwise how do we know that you're providing a quality service. How do we know if we should be sending our patients to Lehigh Valley, St. Luke's or the University of Pennsylvania? It was incredibly painful in the beginning. But we've come a long way since due to the Coalition's efforts and national movements demanding quality transparency, such as Leapfrog. Today hospital representatives serve on LVBCH Committees and address healthcare issues that affect employers.

To learn more or to schedule an appointment with Dr. Burtaine, please email [lvbch@lvbch.com](mailto:lvbch@lvbch.com)