



Injury Management Program- Frequently Asked Questions

1. Do you have any specific occupational Training?

- Yes ,our Licensed Health Care Providers include Physicians and Occupational Health Nurses, have both formal training and work-experience in Occupational Health.
- Hines Health Services Medical Director is an associate of the Canadian Board of Occupational Medicine and the American Board of Certified Independent Examiner

2. Are your services accessible weekends, evenings and nights?

- Our service is available 9am to 5 pm Monday to Friday
- 24 hour access can be arranged for urgent cases
- Support is available for arranging out-of-province fitness to work assessments

3. Do you provide fitness to work assessments?

- Yes. We provide both in-person fitness to work assessments , phone consultations, and case reviews
- Our Medical Director has experience in occupational , primary and emergency medicine

4. Based on fitness to work assessment can you apply functional limitations and development of ongoing care and treatment plan?

- Yes. We provide detailed functional limitations to assist safe and prompt return to work for your injured employees. We can also provide Disability Management.
- We can oversee the ongoing care of our patients including co-ordinating specialist referrals and diagnostic testing.
- Our Medical Director can also complete Independent Medical Examinations



5. Do you understand injury recordability?

- Yes . All of our Licensed Health Care Professionals are informed utilizing key industry guidelines. Hines Health also has developed an Injury and Illness Classification Practice Document.
- If your company has unique recordability criteria, our team can work with you in applying them.

6. Do you have a process for referral of higher level of care if required?

- Yes. All of our Licensed Health Care professionals are able to arrange a higher level of care including hospital transfer and specialized testing.
- Consultation with our Medical Director, is available for complex cases

7. Other benefits of our Service

- Locally owned company
- Convenient Location
- Licensed Health Care Professionals with a variety of experience in the oil and gas industry
- Provision of Disability Management
- Access to Independent Medical Examinations
- Access to third party diagnostics

8. Where is Hines Health Service located in Fort McMurray?

- Suite 101 A- 805 Memorial Drive
(Next to BURNCO)

9. Who do I contact to get more information?

- Kristi Hines
Hines Health Services
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780-790-6909