

# CLAIMS

## A PERSONAL APPROACH TO MANAGING SERIOUS INJURIES



**Injured Worker:** Jack Thompson\*

**Age:** Early 40s

**Job:** Solar Installation Technician

**Location:** Eastern United States

**Injury:** Fractured left leg and ankle

### The Accident

Jack Thompson, a solar installation technician in his early forties, is known for his unwavering dedication and positive attitude. A devoted husband and father, Jack's life took an unexpected turn when he fell from a ladder while preparing for an installation, sustaining severe injuries to his left leg and ankle.

### INJURIES & CHALLENGES

#### Severe Injuries

Multiple fractures requiring surgeries and hardware placement.

#### Complications

Infection at the surgical site, necessitating daily IV antibiotics.

#### Extended Recovery

Six weeks in the hospital followed by time in a skilled nursing facility.

### INJURED WORKER OUTCOME

- **Full Recovery:** Jack returned to work at full duty with minimal permanent disability.
- **Emotional Support:** Spending holidays with family boosted Jack's morale.
- **Continued Productivity:** Jack remained engaged with his employer during recovery, facilitating a smooth return.

### CLAIMS APPROACH

#### Comprehensive Care

BerkleyNet coordinated with the agent and policyholder to ensure Jack received necessary medical treatment.

#### Personal Support

An onsite medical case manager provided in-person reassurance and oversight.

#### Holiday Coordination

The team knew continued morale was key to recovery and arranged for Jack to spend time with family during the holidays.

#### Return to Work Options

Jack's claims representatives coordinated opportunity for Jack to perform sedentary work tasks from his hospital and recovery rooms, and later from home.

### CONCLUSION

BerkleyNet's proactive medical management and creative return-to-work options helped Jack make a remarkable recovery and return to work with minimal permanent disability, which mitigated future claim costs and resulted in overall savings for the policyholder.

Jack's journey highlights his resilience and the power of comprehensive support, showcasing the positive impact of personalized care on recovery and well-being.

\*Not actual photo, name or description of claimant. Real BerkleyNet story.