

R 4.05

67/14
C

MANUAL FOR MEDICAL SOCIAL SERVICE DEPARTMENT

1. TULE LAKE BASE HOSPITAL

TABLE OF CONTENTS

	Page
Introduction -----	1
1. Public Assistance Grants-----	3
2. W.R.A. Unemployment Compensation -----	3
3. Private Insurance Claims -----	4
4. United States Employee's Compensation ----	4
5. Purchase of Glasses -----	5
6. Clothing Allowance Procedure -----	5
7. House-Keeping Services -----	5
8. Transfer Cases -----	6
9. Office Hours -----	6
10. Statistics -----	6

APPENDIX

A. Medical Social Form

To be used for Public Assistance Grants (1) and interchange of information between Medical Social Service and Social Welfare Department.

B. W. R. A. Unemployment Compensation Form

C. U. S. Employee's Compensation Forms

D. Form for Glasses

E. Clothing Allowance Form

F. Statistical Form

INTRODUCTION

I. Purpose of Medical Social Service Department

The Medical Social Service Department has been set up as part of medical service in the Tule Lake Base Hospital in order to contribute to the social aspects of the care of the patients. In its work, it will (1) give assistance to the patients in helping to meet social problems associated with illness; (2) will aid the medical staff in reporting social factors having a specific relation to the diagnosis and treatment and in planning with physicians the patient's care in the light of complicating social and psychological factors; and (3) will cooperate with community agencies in rendering medical social reports and interpretation.

II. Functions

To be responsible for in-service training and supervision of other medical social personnel;

To cooperate with the Community Welfare Section in basic training of social work personnel, taking part in a planned lecture and case conference training program;

To cooperate with the social, recreational, educational and other services available in the Relocation Center for meeting the needs of patients;

To bring to the attention of the medical officer or other appropriate personnel recurring social factors which impede adequate medical care for any group of patients;

To provide information to the attending physicians regarding social situations of patients which may influence medical treatment or hospital discharge plans;

To assist patients to carry out medical recommendations through an adjustment of social problems interfering with medical care.

To help patients and families meet the social problems involved in convalescent, chronic or terminal care.

III. Records and Reports

A separate record of each case shall be kept in a confidential file.

A monthly statistical and narrative report shall be made to the project medical officer.

IV. Basis for Cooperation with Community Welfare Section and for Division of Responsibility in Cases known to both.

When the basic problem is a medical one in which the social situation, or the patient's reaction to it, may have

a direct bearing on the illness or on medical care, case work responsibility will be carried by the Medical Social Worker and reports given to the Community Welfare if the family is known to them.

When the basic problem is social, case work responsibility rests with Community Welfare. The Medical Social Worker will receive social reports from Community Welfare, give pertinent social data to the examining physician, and report medical recommendations to the Community Welfare. She will assist the patient in her clinic or hospital adjustment and give medical social interpretation as needed.

When a basic medical and a basic social problem of equal importance occur in a given case, the point of origin and of the first intensive case work relationship may be the determining factor in deciding case work responsibility. Good team work will reveal situations in which transfer of responsibility will effect best results.

It may happen that in a family known to Community Welfare, one member has a medical condition in which medical social work can be helpful. In such situation, a consultation is indicated with a decision as to the responsibility to be carried by each.

Frequent, regular case conferences at which cases^{of} mutual interest are discussed will furnish the best opportunity for constructive planning in individual cases and for allocation of responsibility in carrying out part or all of the plan.

PROCEDURES FOR MEDICAL SOCIAL WORKERS

1. Public Assistance Grants.

The Social Welfare Department is to make a request to the Medical Social Service Department for medical recommendations with social interpretation on applicants for Public Assistance Grants. Inasmuch as the Social Welfare must meet a dead-line, it is necessary for them to have all reports back by the 23rd of the month. Medical Social Service has agreed to send reports back within a period of week. It will, therefore, be necessary for Social Welfare to give us ample time before the dead-line in submitting our reports. The requests are to be mailed on the designated form.

It will be necessary for applicants to bring requests in person to Medical Social Service only in the event of late application (i.e. those applying after the 17th of the month.) In these cases the Medical Social Worker will handle the situation on an emergency basis and attempt to return the reports by the 23rd of the month.

Upon receipt of the requests, the Medical Social Worker consults the medical record. In cases of chronic illness or permanent handicap, it is frequently apparent that a recommendation should be given for an indefinite time. In cases of temporary illness or in situations where the diagnosis has not been established, the worker consults with the doctor regarding the recommendations. In some instances a temporary grant is recommended and it is then necessary for the Social Welfare to again inquire as to the status of the patient at the expiration of the stated period of disability.

Inasmuch as there are a large group of tuberculous patients in the hospital on a long term basis, it is necessary for Social Welfare to have a periodic report on those receiving Public Assistance Grants. On those whose eligibility has already been established, the Social Welfare will mail a list every three months. Our worker's reply will include a statement as to the individuals remaining in the hospital and those who have been discharged. On the discharged group, there will be a statement as to prognosis and status of employability.

2. War Relocation Authority Unemployment Compensation

In view of the fact that policies regarding unemployment compensation have been clearly defined, it no longer seems necessary for Medical Social Service to participate in the establishing of a claim except in special instances.

Consequently this function has been delegated to the Records Office where the recommendations on the majority of claims are handled. In a situation where the patient appears to be confused or disturbed with respect to his claim, he is referred to Medical Social Worker.

The following procedure is used in regard to medical recommendations on unemployment compensation:

Either the Record Room clerk or the Medical Social Worker (depending on the disposition) fills out as much of the information as is available in the medical chart and then presents the doctor's certificate to the attending physician for signature. In cases of permanent or long term disability, a recommendation for an indefinite period of time is made. The patient is entitled to unemployment compensation for a period of three months. Following this time if he is still unable to work and has no resources, he may apply for a Public Assistance Grant. In cases of temporary disability, the tentative recommendation will cover the length of the time the patient will be unemployed, and subsequent recommendations will be given as indicated by the patient's condition.

3. Private Insurance Claims

In the event that a patient is entitled to a benefit from a private insurance company, either he or the member of the family brings the insurance form to the worker. She in turn fills out as much as she can from the medical chart and then submits the form to the physician for completion and signature.

4. United States Employee's Compensation

Employees injured in line of duty are entitled to make a claim for disability compensation to the United States Employee's Compensation Commission.

In all of these cases it is necessary for the Placement Division to secure the statement of the physician in several forms as requested by the Commission. The required report (CA 16) will probably not go through the Medical Social Worker. Subsequent requests (CA 2 - two copies and CA 4 - two copies) will be referred to the worker who will fill out as much information as is available in the chart and then refer to the physician for completion and signature. In cases of temporary disability, this will possibly end its procedure unless the Commission requests further reports.

In cases of permanent disability, however, it is necessary to submit a subsequent report (including physician's statement) every fifteen days (CA 8) until ^{of} settlement is claim is completed.

5. Purchase of Glasses

Patients for whom glasses are prescribed are referred to Medical Social Service for an interview regarding eligibility. In the event patient is receiving Public Assistance Grant, verification is made through the Social Welfare Department and the purchase authorized through W. R. A. funds. In other cases where the individual is also unable to pay, W.R.A. authorization is also granted. The authorization is signed by the Medical Social Worker, and counter-signed by the Chief Medical Officer and the Assistant Head of Community Services. If the individual has adequate resources, he makes his own payment for the glasses.

Eye glasses broken as a result of accident during the course of work for W.R.A. will be replaced in accordance with Administrative Instruction 54. This states that there must be a certificate of medical necessity and a statement that the patient is unable to pay the expense involved. Therefore where the individual is financially able to purchase his own glasses is necessary for him to do so.

6. Clothing Allowance Procedure

Clothing Allowances are granted automatically to those who are employed and those who are receiving Public Assistance Grants and Unemployment Compensation. In most cases of permanent disability a regular Clothing Allowance has been established. In cases of temporary disability and other situation where the individual is eligible, for the Clothing Grant, he is referred to the Medical Social Service Department with regard to a medical recommendation. A brief interview is held with the patient, and if necessary the physician is consulted. If the disability is a lengthy one, the worker may advise the patient to apply for unemployment compensation. The worker sends a medical recommendation regarding length of disability to the Clothing Unit. Frequently during the course of interview, social problems are screened.

7. House-Keeping Services

In situations where the services of the visiting

house-keeper are required, the cases are referred to Social Welfare Department with a summary of the situation.

8. Transfer Cases

Frequently the Medical Social Department is called upon to secure medical recommendations regarding transfers with particular reference to such matters as ability to travel and method of transportation. In cases of deferred evacuees being transferred to the center from outside hospitals, it is sometimes necessary for the worker to investigate the home situation to determine whether or not the environment is suitable.

9. Office Hours

The Medical Social Workers will be available for office interviews from 10:00 to 11:00 A. M. every morning except Saturday.

10. Statistics

Each worker will keep daily statistics of her contacts on the designated form. At the end of each month, these statistics will be compiled and incorporated in the monthly report.

A

MEDICAL SOCIAL FORM
Tule Lake Base Hospital

Referral: By Social Welfare Department

Name:

Address:

Case No:

ID. No:

First Name	Age	Past Occupation	Present Occupation	Mental Condition
Man:				
Woman:				
Children:				
1.				
2.				
3.				
4.				
5.				
6.				

Social Welfare Information:

1. Summary of Social Situation

2. Problem Presented and Specific Questions

Name of Worker _____

(over)

Report of Medical Social Service Department:

1. Medical Condition and Interpretation:

Admission date

Discharge date

Telephone no.

Age

2. Medical Recommendations:

Name of Worker: _____

WRA TL 430

B

DOCTOR'S CERTIFICATE

DATE:

TO: Placement Office

FROM: Tule Lake Base Hospital

THIS IS TO CERTIFY THAT

ADDRESS, HAS BEEN UNDER MY CARE AND WILL NOT BE ABLE TO WORK

FOR MONTHS DAYS.

NATURE OF AILMENT

ACCIDENT

SIGNED:

C

**WHAT TO DO
WHEN
INJURED**

1. Report the injury to your immediate official superior without delay.

This is important to protect you in case of dispute. Also make note of the names and addresses of those witnessing the injury.

2. Then secure first-aid treatment. Do not neglect the small injuries.

Sometimes blood poisoning or permanent disability or death results from neglecting a slight injury.

3. Treatment by the medical officer or dispensary of your establishment, or if there is none, by the physician or hospital provided by the Compensation Commission to treat injuries, will cost you nothing.

Your official superior has a list of such physicians and hospitals, and will give you an order for treatment.

4. Claim should be made promptly. Unless made within one year Commission is without jurisdiction.

The blank form for this purpose may be obtained from your official superior.

5. An injured employee is entitled to have any claim for payment of compensation or medical or hospital service on account of an injury which he believes was sustained while in the performance of duty on or after September 7, 1916, passed upon by the Compensation Commission.

If in doubt about your rights under the compensation law, write to the Compensation Commission.

**Right to Compensation
For Personal Injuries of Civil Employees
of the United States under
Federal Compensation Act of
September 7, 1916
as Amended**



United States Employees' Compensation Commission
WASHINGTON, D. C.



C. A. 11

Washington
Government Printing Office
1938

**BENEFITS
PROVIDED
BY LAW**

If a civil employee of the United States sustains an injury "while in the performance of his duty," he is entitled to—

1. Medical, Surgical, and Hospital Service and Supplies, and Transportation if Necessary to Secure Them

Treatment must be obtained from United States medical officers and hospitals if practicable; if these are not available, then by physicians and hospitals designated by the Compensation Commission, a list of which will be found in the hands of the official superior or head of the establishment. Where there is no designated physician or hospital, or United States medical officer or hospital, any reputable physician licensed to practice medicine, or any hospital, may be employed.

2. Money Benefits While Disabled for Work

Beginning on the fourth day of disability, or if leave with pay is taken, then on the fourth day after pay stops, and continuing throughout the entire period of disability.

If totally disabled, benefits to be at rate of two-thirds of the monthly pay (including value of subsistence and quarters, if furnished), but not more than \$116.66 nor less than \$58.33 per month, except when the monthly pay is less than \$58.33, in which case the monthly compensation shall be the full amount of the monthly pay. If partially disabled, benefits to be at rate of two-thirds of the loss of wage-earning capacity caused by the injury. If loss of wage-earning capacity is permanent, compensation is payable till death.

3. Burial Expenses in Case of Death

Burial expenses not exceeding \$200, and transportation of body of resident of United States dying away from home station, if relatives desire it.

4. Money Benefits in Case of Death

Total compensation can not exceed two-thirds of monthly pay of deceased, which monthly pay for computing compensation shall be considered to be not more than \$175 nor less than \$87.50, but the monthly compensation can not exceed the monthly pay.

To widow or wholly dependent widower, 35 per cent of monthly pay of deceased employee until death or remarriage; and, in addition, for each child under 18, 10 per cent of monthly pay until death, marriage, or reaching the age of 18.

To one child under 18, if there is no widow or dependent widower, 25 per cent of monthly pay.

To each additional child under 18, 10 per cent—

To be divided among the children equally.

To be paid until death, marriage, or reaching age of 18, to child's guardian.

Also compensation to parents, brothers, sisters, grandparents, and grandchildren, for eight years, or until death, marriage, or reaching the age of 18, if dependent on deceased.

No compensation is payable if the injury was caused by—

(a) Willful misconduct.

(b) Intoxication.

(c) Intention to bring about injury.

D

WRA TL 518

TULE LAKE BASE HOSPITAL
Tule Lake Project
Newell, California

CERTIFICATION OF ELEGIBILITY
FOR EYE GLASSES

Date _____

Applicant _____
Address _____

1. Optometric Finding & Recommendation

Optometrist

2. Medical Necessity

Approved by _____
Chief Medical Officer

3. Evacuee Unable to Bear Cost Involved.

Medical Social Service

Community Service

WAR RELOCATION AUTHORITY
Tule Lake Project
Newell, California

MEMORANDUM TO:

FROM: Tule Lake Base Hospital

DATE:

Applicant

Address

Family #

MEDICAL CARE:

Prior to evacuation

Clinic

Hospital

EMPLOYABILITY STATUS:

1. Has temporary disability which will be incapacitating
approximately _____ month.
2. Has permanent disability ☐

Tule Lake Base Hospital

[illegible]

SUGGESTED BOOK LIST FOR PROJECT LIBRARY:

Professional Books

Mary Richmond	Social Diagnosis
Mary Richmond	what Is ^{Social} Case Work
Margaret Bristol	Handbook In Social Case Recording
Ogburn & Ninkoff	Sociology
Virginia Robinson	The Changing Psychology of Social Case work
Gordon Hamilton	Theory and Practice of Social Case work
Gordon Hamilton	Social Case Recording
Karl DeSchweinetz	The Art of Helping People Out of Trouble
Karl DeSchweinetz	Growing Up
Florence Hollis	Social Case work in Practise
Grace Marcus	Some Aspects of Relief in Family Case work
English and Pearson	Neurotic Personality of Children and Adults
Harriet Bartlett	Some Aspects of Social Case Work in a Medical Setting
Bertha Reynolds	Learning and Teaching in The Practice of Social work
Fern Lowry	Readings in Social Case work
Charlotte Towle	Social Case Records From Psychiatric Clinics
Annette Garrett	Interviewing - Its Principles and Methods
Champion Wm. M.	Medical Information for Social workers
Esther Lucille Brown	Social work as a Profession
Healy and Bronner	New Light on Delinquency

Susan Isaacs

Nursery Years

Susan Isaacs

Social Development in Young Children

Fiction

Martha Gelhorn

The Trouble I've Seen

Caroline Slade

The Triumph of willie Pond

Richard wright

Native Son

Josephine Lawrence

If I have Four Apples

Professional Books

Social work Year Book

Fluegel

Psychoanalytic Study of the Family

Proceedings of the National Conference of Social work

Sumner

folkways and Mores

This list was prepared by Miss Montgomery and Miss Gottfried. we also suggest that some basic social psychology book be added.