



# Lawyers & Doctors: Let's Be Frenemies!

*Chairperson:*

Phyllis Phillips, Esq.

Owner, Mediation Works, LLC

**Tuesday, March 26<sup>th</sup>, 2024**

**8:25-9:00am**

**2024**

**Work Related Injuries  
Workshop**

## Panelists:



**Dean Hashimoto, MD, JD**  
Sr. VP, Workplace Health,  
Mass General Brigham;  
Prof. of Law, BC Law  
School;  
Visiting Prof. of Medicine,  
Harvard Medical School;  
Chair, Healthcare Services  
Board, Mass. Dept of  
Industrial Accidents



**Buzz Schneider, Esq.**  
Principal,  
Law Offices of Martin  
B. Schneider



**Heidi Groff, Esq.**  
Partner,  
Biggam, Fox & Skinner



**Jinsil Sung, MD**  
Hand & Microvascular  
Surgeon,  
Boston Orthopaedic &  
Spine

## COMMUNICATION is KEY:

- Injured worker – Employer – Injured worker
- Employer – Adjuster – Employer
- Adjuster – Injured worker – Adjuster
- Injured worker – Treating provider(s) – Injured worker
- Injured worker – Attorney – Injured worker
- Adjuster – Defense attorney – Adjuster
- Defense attorney – IME doc – Defense attorney

## KEYS to EFFECTIVE COMMUNICATION:

- Be respectful (do unto others . . .)
- Minimize “friction” (timely approvals/checks/response to inquiries)
- Be thorough (prior medical history, IW/ER relationship, etc)
- Be honest (clear expectations)
- Be prepared and proactive (anticipate barriers and address early)
- Be curious (ask questions, know “buzz words”)
- Know your “end game”