

# SuccessStories

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**James (Jamie) Orrange, OTR**  
BUFFALO ERGONOMICS & REHAB SERVICES



## A Partnership That Works

Three years ago, Jamie Orrange opened Buffalo Ergonomics & Rehab Services to serve industrial clients in the greater Buffalo, New York area. Isernhagen Work Systems played an important role in Jamie's decision to start his own practice.

"I had exposure to Isernhagen while working in a hospital-based clinic," said Jamie. "I have always been impressed by the professionalism and support provided by the Isernhagen staff."

"So when I opened my practice, it was only natural that I continue the relationship established with Isernhagen. When you're in business and on your own, you need professional clinical support that you can count on. You need people whose opinions you can trust. Isernhagen Work Systems and its staff have always been there when I needed them."

Today, Buffalo Ergonomics and Rehab has grown to employ 3 occupational therapists, 2 full-time and one part-time. An ergonomic engineer is also under contract. 60 percent of the clinical practice is engaged in industrial rehab, primarily conducting functional capacity evaluations (FCEs) and work conditioning. The balance of the practice is delivering education programs, providing functional job description consultation and ergonomic evaluations. The company serves six major local manufacturers as industrial clients. **Billable services have increased by 32 percent over the past year and worksite services now account for 40 percent of the practice, up from 15 percent.**

The Isernhagen Work System approach to FCEs, Functional Job Descriptions and Prework Screening is an integral part of Jamie's practice that gives him a competitive advantage when talking with potential referring physicians, nurse case managers, and large employers in the area. One of Jamie's biggest industrial clients is the Dunlop-Goodyear plant in Buffalo, representing about 25 percent of his industrial client business.

"I've enjoyed a 5-year professional relationship with Dunlop-Goodyear" said Jamie. "The Isernhagen FCE program helped me start this relationship and recently expanded to include Isernhagen's Functional Job Descriptions and Prework Screening."

Jamie's successful experience with Dunlop-Goodyear and Isernhagen has also opened doors at five other major manufacturers in the Buffalo area, and he's received an invitation to be a featured speaker at The Greater Buffalo Industrial Event, July 2003.

"When I decided to start my practice, I looked to the staff at Isernhagen for guidance and support," says Jamie. "I got that and a lot more - Isernhagen really helped me build a successful practice. I couldn't have done it without them."