

SONYA LOZANO'S Injured Worker Horror Story



I injured my back lifting a box of heavy tiles at Lowe's. After surgery, my spinal fluid leaked, causing infections. When the insurer denies needed medications, I end up in the Emergency Room with kidney and bladder infections. Denial of needed medications is threatening my life.

About Me: My name is Sonya Lozano. I'm 36 and I live in Hayward, in the San Francisco Bay Area.

My Family: I am single and I have no children.

My Job and What Happened: I worked as a Head Cashier at Lowe's. On June 11, 2005, I was working in the Returns Department, going through baskets full of returned items to go back on the shelves. One basket had four boxes of tile. I lifted them out one by one, but the last box was on the bottom of the cart. I leaned into the cart and picked up the box, and immediately felt pain in my back. I couldn't get out of bed the next day. Later, the doctor took an MRI and found a herniated disk. I then saw a neurosurgeon, and after a year of waiting for surgery approval, I was operated upon. The surgery didn't cure my back injury, and I developed complications. When they cut into my back, the nerves didn't grow back properly. My spinal fluid leaked in 3 to 4 places. This has caused recurring kidney and bladder infections. I've been unable to get medications approved, resulting in recurring infections. I've had to go to the Emergency Room repeatedly due to these infections. The insurer has also denied needed specialists' appointments.

What this has meant to my life: I've lost my quality of life, and now my health is deeply threatened by insurer denials of care. The insurer told the pharmacy not to fill my prescription. I'm now depending on samples from my doctor - and they're nearly gone. How am I to heal if needed medications are denied? After two expedited hearings and four penalty petitions, the insurer still denies needed care and medications.

How the Governor's Workers' Comp Law Affects Me

How Workers' Comp was supposed to help me: Workers compensation insurance was to provide medical treatment to cure my injuries but that is not happening, treatment and medications are continually delayed and denied. I loved my job, but now I can hardly work and my life is at risk. I went back to work as an operator for four hours a day, because I must to make ends meet but, denial of needed medications is threatening my life.

www.VotersInjuredatWork.org

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