

Nurse triage

Our 24/7 nurse triage solution ensures injured employees receive the right care, helping them to recover quickly and return to work safely.

Delivering early and appropriate healthcare to injured employees is crucial to effectively manage lost workdays and medical costs associated with workers' compensation claims. Our nurse triage service helps determine the appropriate medical care when an occupational injury occurs.

Each registered nurse is trained on occupational injuries, and the team is available 24/7/365, ready to refer any injured employee to the highest quality network provider or client-preferred provider.

The right care, right from the start

With our integrated service and customized options, our nurse triage team can:

- Accurately recommend the appropriate medical care for the employee (e.g., in-person care, telemedicine, self-care).
- Provide necessary forms to the employee and provider for initial treatment and employer-selected ancillary services, if medical care is needed.

Designed for efficiency and quality

After assessing the employee, a registered nurse provides care recommendations based on the Schmitt-Thompson guidelines, the industry's best standard for triaging medical conditions.

These evidence-based guidelines provide safe, effective triage that directs injured employees to the most appropriate level of care.

The 300+ guidelines are reviewed and updated annually, with input from a panel of call center medical directors, emergency physicians, nursing practice consultants and physician specialists.

Evaluation

The nurse screens the caller for triage eligibility based on best practices and client preferences, and evaluates the symptoms against the guidelines. Questions are posed in a logical sequence based on the individual case; each one is linked to specific healthcare advice. The guidelines will direct the nurse to the appropriate care recommendations for the injured employee.

We reviewed client programs that moved from a triage company using in-house guidelines to one that uses the Schmitt-Thompson guidelines for self-care or treatment recommendations. Our analysis showed that 10-15% of the cases receiving self-care recommendations that ultimately became a claim had 20-50% higher average temporary total disability days. Inaccurate front-end self-care recommendations cost the employer – and the employee.

Care recommendations

The care recommendations for the injured employee may include first aid/self-care, telemedicine or provider referral. If provider care is recommended, the nurse selects a physician based on the employee's location, the client's PPO affiliation or preferences, and initial treatment facilities.

The nurse calls the clinic while the employee is on the phone to coordinate care and provides any paperwork necessary to facilitate treatment. The nurse triage service helps reduce unnecessary urgentcare visits and ensures employees receive clear clinical direction from the onset of their injury or symptoms.

After the call, the nurse sends the following paperwork to the injured employee, client designated contacts and/or provider based on care recommendations:

- First aid/self-care
 - Clinical consultation nurse report, care advice and clinical team contact information
- Telemedicine and provider care
 - Clinical consultation nurse report, care advice, provider and clinical team contact information
 - Provider referral form with information on billing, ancillary service contacts, utilization review contact and the client's return to work program
 - Return to work physician form
 - Pharmacy First Fill form
 - Client forms

Disposition

The disposition of care includes emergency services (911), emergency-room care, physician care within four hours (minor medical/urgent care), physician care within 24 hours, physician care within three days, telemedicine, and first aid/self-care.

Physician referral

- Nurse locates available network clinic/provider near employee's location; selection is based on injury type, location, hours and network affiliation.
- Nurse will fax/email employee and clinic/physician a list of appropriate ancillary service providers, utilization review protocols and notice of the client's return to work program.

Telemedicine

Our telemedicine services are fully integrated with our nurse triage solution and include:

- Guidance to telemedicine through careful triage of the employee's treatment needs and technology access.
- On-screen care provided by a network physician who specializes in occupational medicine and is trained for the telemedicine experience.
- Immediate treatment with all appropriate care facilitated with a stay-at-work focus.

First aid/self-care

Our nurses provide first aid and self-care recommendations per physician protocols, avoiding unnecessary provider visits and ensuring the employee receives clear clinical direction at the time of injury. The clinical team will also:

- Provide the employee with a nurse triage callback number and instructions if the condition worsens.
- Send a nurse-triage report to the employer contact and employee with call details and recommendations.

Employees will receive a follow-up call within 24-48 hours via interactive voice response. The calls include survey questions that will:

- Assess the employee's compliance with care recommendations.
- Provide the option to speak with a nurse for worsening symptoms or follow-up questions.
- Assess their nurse care experience.

Post-acute referral process

The triage nurse report is stored in our proprietary triage system. Calls are recorded and stored for 90 days.

Implementation and training

When implementing a nurse triage service, our dedicated implementation managers work directly with clients to ensure a smooth process. Implementation includes an efficient system training program with wall cards for worksite managers.

Results

Our nurse triage service offers several benefits for employers. Below are the overall average savings results for programs with nurse triage compared to those without it:

- 29% lower average total incurred
- 46% fewer claims initially treated at ER
- 22% fewer claims with litigation
- 26% fewer claims with lost time
- 28% lower average medical incurred

Additional results include:

- 82% of injured employees using nurse triage are treated by four- or five-star providers
- 22% of cases are resolved with self-care/first aid
- 96% employee satisfaction rate

Reporting

Employers will receive monthly, quarterly and annual reports that include utilization statistics and the results of each call, individually and summarized by outcome and cost savings. These reports demonstrate the program's impact, and help to identify areas where improvement and compliance is needed.

Our team provides the following triage reports and program information for clients:

- Summary report: monthly
- Detail report: monthly
- Dashboard: quarterly
- Stewardship: annually

Solutions to fit your needs

When workplace injuries or illnesses occur, we are here to help. We offer flexible services that streamline the managed care process and make your job easier. By providing the right care and coordination solutions – from clinical case management to networks and support – along with the best treatment and cost oversight, we're driving better outcomes for your employees. And that means better outcomes for you.

To learn more about our stand-alone nurse triage services, contact:

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To learn more about our managed care solutions, visit [SEDGWICK.COM](https://www.sedgwick.com)
