

Assessment nurse services

When employees are injured, they are often concerned about their recovery, how long they will be off work and possible financial issues. Our assessment nurses help reduce their uncertainty and foster a positive relationship with them right from the start.

Improving the recovery process

For an employee who is injured on the job, a favorable experience at the beginning of the claim can make all the difference.

Early intervention by an assessment nurse offers several benefits including:

- Improved employee morale
- Reduced likelihood of litigation
- Faster return to work
- Reduced claim costs

For all lost time or medical only claims, an assessment nurse will call the injured employee within days after the incident is reported. The nurse serves as an advocate for the employee, helping to reduce uncertainty by setting expectations regarding recovery and return to work, answering questions and educating the employee about anticipated treatment. They will assess the employee's function, pain level, progress and satisfaction with treatment, and identify any comorbidities or issues that could delay their recovery or return to work.

To ensure the injured employee receives the best treatment, the nurse will call the provider for the diagnosis and compare treatment to the Official Disability Guidelines. When specialized care is needed, they will direct the employee to a high quality, in-network specialist with the best outcomes for their specific injury.

The nurse will follow up at 10 days and at 20 days to ensure the employee is progressing during their recovery, and can refer them to other clinical resources, such as a telephonic or field case manager, or a behavioral health or return to work specialist, depending on their needs.

Proven results

One client that added an assessment nurse to their workers' compensation program to help reduce litigation rates saw positive results including a decrease in litigation by nearly 20% at 12 months, a 10.4% decrease in average medical incurred and a 12% decrease in lost time.

Advantages for you and your employees

An assessment nurse provides a positive experience for injured employees and helps reduce costs and litigation rates for employers. By advocating for the employee and engaging them in their own recovery, the assessment nurse serves a vital role that can make a difference in the outcome of the claim.

To learn more about Sedgwick's assessment nurse services, contact:

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