

# Crisis care program

When a catastrophic event happens in the workplace, it is difficult to know how to help and where to turn. Sedgwick's crisis care program provides 24/7 resources to assist employers and claims professionals with violent workplace events, catastrophic injuries and complex clinical situations.

*The crisis care program is provided exclusively to clients with our industry-leading field case management services.*

## One phone call provides a world of resources

If a violent or catastrophic event occurs, one call to our crisis care hotline will provide access to a crisis care nurse, who will deploy the appropriate resources including mental health experts, case managers, physician advisors and specialized medical equipment experts. When employers call our crisis care hotline, they have the comfort of knowing a specially trained nurse is there to ensure their employees and others who are impacted get the care they need. The nurse will assess the situation, including the needs of the injured employees, their families, affected coworkers and employer, and provide telephonic coordination of resources. The crisis care nurse will also establish a plan with clear communication at the onset and throughout the entire process. The plan may include:

- Engaging an on-site field case management nurse whether nationwide or international; the nurse gathers information regarding the employee's injury and their status, provides ongoing case management and coordinates discharge from the hospital; they also assist the family by providing emotional support and explaining the prognosis and planned treatment
- Dispatching same day or 24-hour on-site trauma counselors and consultants to help the employees and organization recover from the workplace event; our network of national counselors provides customized behavioral health solutions to address the specific needs of individuals in these traumatic situations
- Engaging physician advisors to consult with treating physicians to ensure employees receive the best care that is appropriate for their injury

- Transferring injured workers to a top-tier healthcare facility; a Sedgwick Center of Excellence is selected based on the injury
- Coordinating medical evacuation services for remote regions
- Accessing specialized medical equipment experts for trauma or complex injury cases to proactively identify needs and ensure timely delivery of necessary and cost-effective options

Our crisis care program provides a single resource for clinical guidance and medical care after a violent or catastrophic event. It ensures the best possible outcomes for everyone and it's just one more way Sedgwick demonstrates that caring counts.

## 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 crisis care program, contact:

**P.** 800.625.6588   **E.** [sedgwick@sedgwick.com](mailto:sedgwick@sedgwick.com)

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