



# Clinical consultation



*Sedgwick's 24/7 clinical consultation/nurse triage solution ensures injured employees receive the right care quickly. Our innovative program is designed to help them recover and return to work safely.*

## Getting the right care from the start

Early and appropriate delivery of healthcare to injured employees is a critical element in effectively managing lost workdays and medical costs associated with workers' compensation claims. Our fully integrated, clinical consultation/nurse triage service includes a time of injury assessment from a medical professional familiar with occupational injuries, which helps employers determine the appropriate medical care when an injury occurs.

- Our team includes registered nurses who are available 365 days a year, 24 hours a day to assist injured employees; coverage is provided for all time zones
- Our nurses evaluate the employee's symptoms, and recommend and coordinate appropriate medical care including self-care or provider referrals (including in-person and telemedicine visits)
- Care recommendations are guided by the Schmitt-Thompson adult after-hour guidelines — known as best-in-class for triaging medical conditions
- Provider referrals are routed to our five-star PPO network

- Calls are recorded to help expedite the claims examiner's investigation
- The blended intake option provides a streamlined solution for claim reporting and care recommendations in a single call
- Real-time translation is available, ensuring accurate documentation of injuries and communication of medical recommendations
- Claims remain incidents with a self-care/first-aid recommendation — this not only avoids the cost of a medical-only claim, it will also avoid having a claim that is recordable for OSHA
- Clients can customize criteria for routing to clinical support early in the life of the claim
- Clients receive monthly, quarterly and annual reports, which include utilization statistics, results of each call, and summaries by outcome and cost savings

To learn more about our clinical consultation solution, contact:

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

### Our clinical consultation results

**28%** lower average total incurred costs

**41%** fewer claims initially treated at ER

**24%** resolved with self-care

**12%** fewer claims with lost time

**31%** lower average medical incurred costs

**51%** fewer claims with litigation