

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 and ill 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, telemedicine, urgent care or provider referral
- 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 examiner’s investigation
- This streamlined solution provides 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
- A post-triage survey provided via interactive voice response assesses the employee’s compliance with care recommendations, offers the option to speak with a nurse for worsening symptoms or follow-up questions, and assesses their nurse care experience
- 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:

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Our clinical consultation results

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

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