



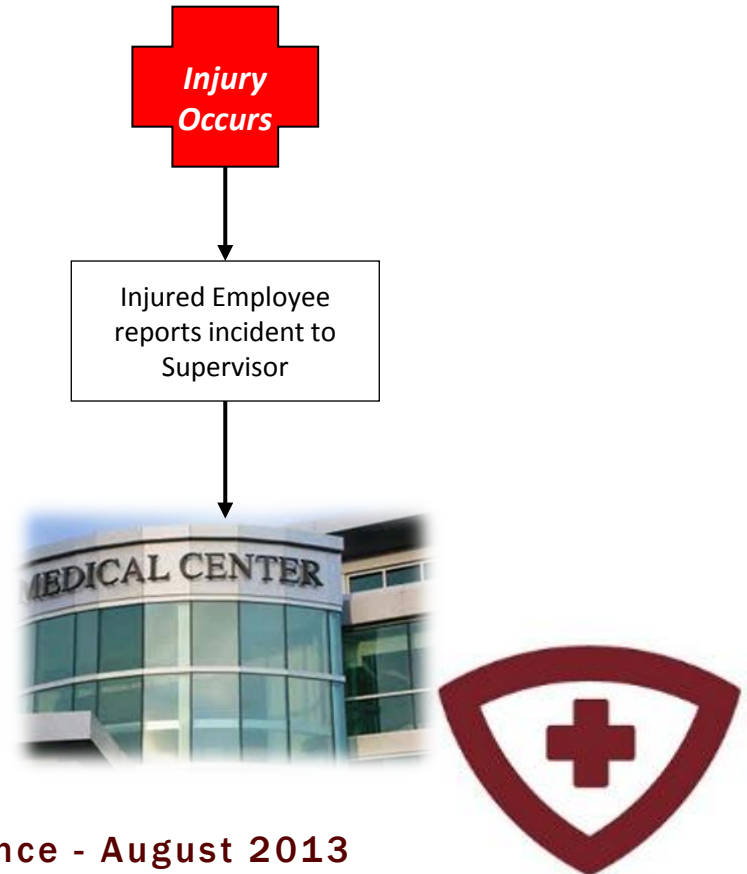
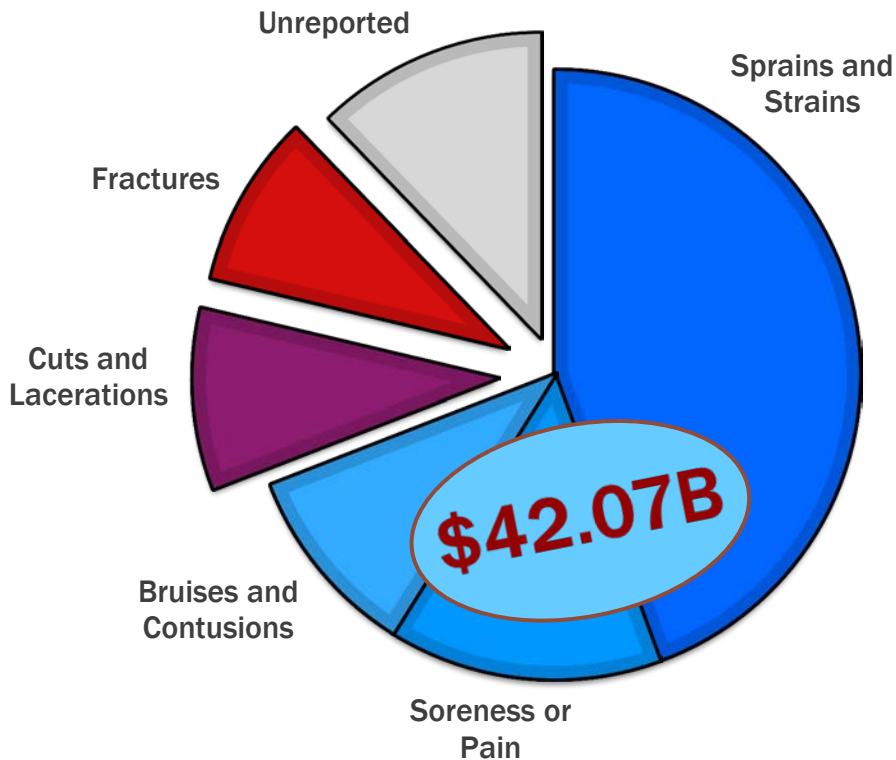
TRIAGENOW NURSE TRIAGE PROGRAM

A Worker's Compensation cost containment partner



PAIN IN THE BOTTOM LINE...

In 2011 a total of \$60.2 Billion paid in benefits

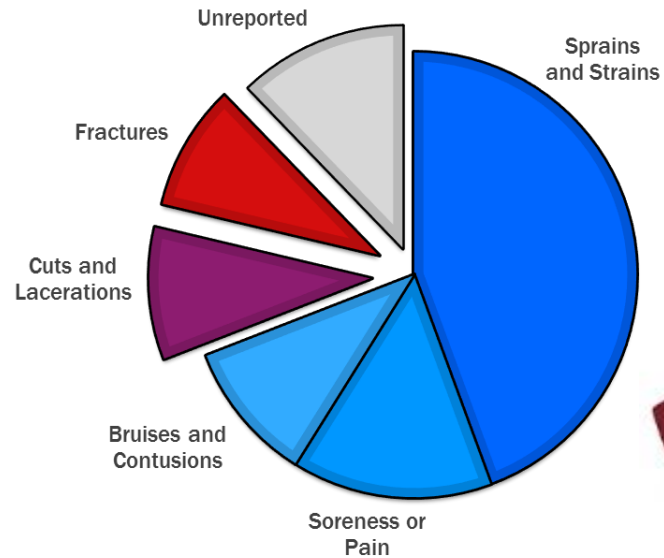


KNOW THY ENEMY



The industry's worst offender is the "Major Medical" system.

Nearly every workplace injury turns into a claim.



WHERE TO TURN

TIME of injury solution

- **Bilingual Spanish Registered Nurses**
- **24/7 availability for the appropriate level of care**
- **Shift supervisors and managers don't make medical care decisions**
- **Reduce number of claims and medical costs associated with workplace injuries**
- **RN's available within moments of a workplace injury**

TIMELY REPORTING

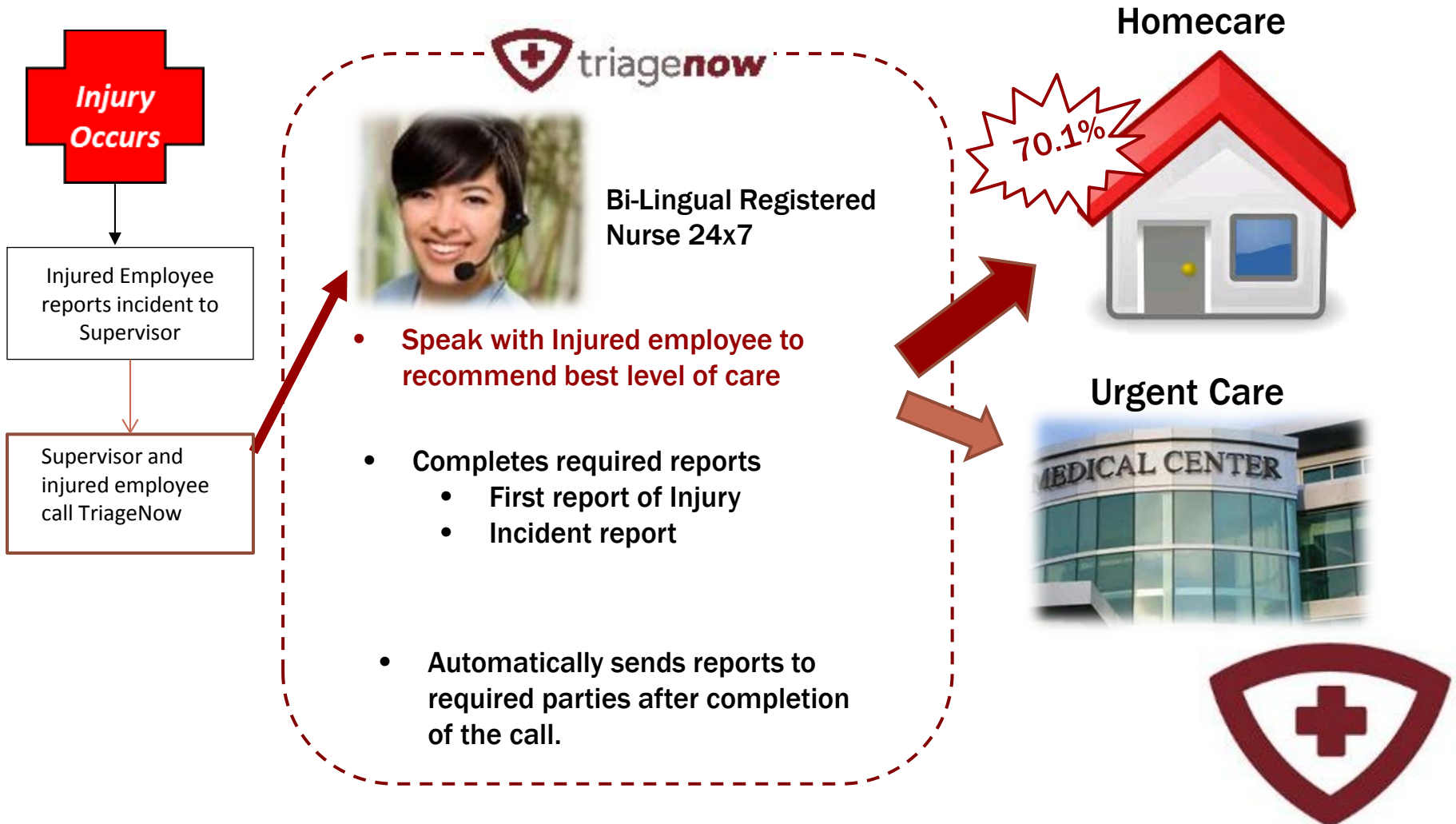
According to Liberty Mutual, the following increase in expense occurs with each delay in reporting:

| | |
|-----------|-----|
| 4-7 days | 9% |
| 1-2 weeks | 20% |
| 2-3 weeks | 32% |
| 3-4 weeks | 48% |
| 5+ weeks | 72% |

Timely reporting of incidents is ***crucial*** to mitigating the costs of workplace injuries. We help you manage the claims with accurate and timely reporting.



A QUICK OVERVIEW



IMPLEMENTATION AND TRAINING

- **Materials**
 - - **Poster**
 - Place these in prominent place in each work location
 - - **Calling Cards**
 - Give these to employees or supervisors
 - - **ID Stickers**
 - Place these small stickers on ID badges
 - Phones
 - First Aid kits

- **Custom Phone number**
- **Call 24/7**



WHEN TO CALL THE TRIAGENOW

- Always call unless injury can be treated with first aid kit. Example: paper cut
- Call even if Injured Employee doesn't feel it's important
- Call even if you think treatment is not required, often times homecare remedies will help alleviate pain
- If the situation is obviously an emergency, call 911 or go directly to the Emergency Room. Call TriageNow after the employee is stable.

STEP 1

- **Call TriageNow with Supervisor and Injured Employee.**
- **Allow injured employee privacy.**

Have ready...

- **Injured Employee demographics**
- **Incident Details**
 - Employer name & address
 - Injury location
 - Supervisor Name & phone #
 - Date/time injury was reported to Supervisor
 - Names of Witnesses
- **Paper & Pen**

STEP 2

- Intake Coordinator or RN will gather pertinent information regarding the Injured Employee and the incident.
- Patient will then be triaged by the nurse. The incident will be recorded.



STEP 3

- If treatment or advanced protocols are needed, a facility referral will be made at this time.
- All MCCCD clinics have been loaded into our program.



STEP 4

- Reports will be distributed, including:
 - **TriageNow Incident Report**
 - A comprehensive overview of the incident and workplace information
 - **Provider Notice**
 - Incident overview, with Treatment Plan and Work Status for return
 - **State First Report of Injury**
 - States required notice of injury

GOOD TO KNOW

- **Please call TriageNow back if symptoms worsen or new symptoms arise.**
- **If Supervisor is unavailable, contact WC Liaison**
- **Interpreters are available if necessary.**
- **Reports are delivered quickly to Donna Huetter and to the TPA (Third Party Administrator).**

WHAT'S NEXT...

- You will receive your custom triage phone number
- You will receive your materials to post and hand out.
- Start calling TriageNow and get your employees back to work sooner!

WRAPPING UP

Thank you!

**We are looking forward to being
your workers' compensation
management partners.**

Questions?

