

A large, dark blue rectangular block containing the text "Nurse triage" in a white, sans-serif font. The block is positioned on the left side of the page, below the Careworks logo. To the right of this block is a vertical image of a woman wearing a headset and speaking, with her hands raised in a gesture of communication.

## Nurse triage

*Careworks' 24/7 nurse triage solution ensures injured employees receive the right care, helping them to recover quickly and return to work safely.*

Delivering early and appropriate healthcare to injured employees is crucial to effectively manage lost workdays and medical costs associated with workers' compensation claims. Careworks' nurse triage service helps determine the appropriate medical care when an occupational injury occurs.

### The right care, right from the start

Our team includes registered nurses who are trained in occupational injuries; they are available 24/7/365 and ready to refer injured employees to the highest quality network provider or client preferred provider.

Our nurse triage team can:

- Recommend and coordinate appropriate medical care including self-care or provider referrals (including in-person and telemedicine visits)
- Provide the necessary forms to the employee and provider for initial treatment and employer-selected ancillary services, if medical care is needed

### Designed for efficiency and quality

The nurse completes the assessment using the Schmitt-Thompson guidelines, the industry's best standard for triaging medical condition. These evidence-based guidelines provide safe, effective triage that directs injured employees to the most appropriate level of care.

The 300+ guidelines are reviewed and updated annually, with input from a panel of call center medical directors, emergency physicians, nursing practice consultants and physician specialists.

#### Evaluation

The nurse screens the caller for triage eligibility based on best practices and client preferences, and evaluates the symptoms against the guidelines. Questions are posed in a logical sequence based on the individual case; each one is linked to specific healthcare advice. The guidelines will direct the nurse to the appropriate care recommendations for the injured employee.

#### Care recommendations

The care recommendations for the injured employee may include first aid/self-care, telemedicine or in-person provider referral. If in-person provider care is recommended, the nurse selects a physician based on the employee's location, the client's PPO affiliation or preferences, and initial treatment facilities.

When applicable, the clinical consultation agent calls the clinic to coordinate care and provides the necessary paperwork to facilitate treatment. The nurse triage service helps reduce unnecessary emergency room visits and ensures employees receive clear clinical direction from the onset of their injury or symptoms.

After the call, the nurse sends the following paperwork to the injured employee, client designated contacts and/or provider based on care recommendations:

- First aid/self-care
  - Clinical consultation nurse report, care advice and clinical team contact information
- Telemedicine and provider care
  - Clinical consultation nurse report, care advice and provider contact information
  - Provider referral form with information on billing, ancillary service contacts, utilization review contact and the client's return to work program
  - Return to work physician form
  - Pharmacy First Fill form
  - Client forms

### Disposition

The disposition of care includes emergency services (911), emergency room care, physician care within four hours (minor medical/urgent care), physician care within 24 hours, physician care within three days, telemedicine, and first aid or self-care.

### Physician referral

The nurse locates an available network clinic/provider near the employee's location; selection is based on injury type, location, hours and network affiliation. The nurse will email/fax the employee and clinic/physician a list of appropriate ancillary service providers, utilization review protocols and notice of the client's return to work program.

### Telemedicine

Our telemedicine services are fully integrated with our nurse triage solution and include:

- Guidance to telemedicine through careful triage of the employee's treatment needs and technology access
- On-screen care provided by a network physician who specializes in occupational medicine and is trained for the telemedicine experience
- Immediate treatment with all appropriate care facilitated with a stay-at-work focus

### First aid/self-care

Our nurses provide first aid and self-care recommendations per physician protocols, avoiding unnecessary provider visits and ensuring the employee receives clear clinical direction at the time of injury. The clinical team will also:

- Provide the employee with a nurse triage callback number and instructions if the condition worsens.
- Send a nurse triage report to the employer contact and employee with call details and recommendations.

### Post-acute referral process

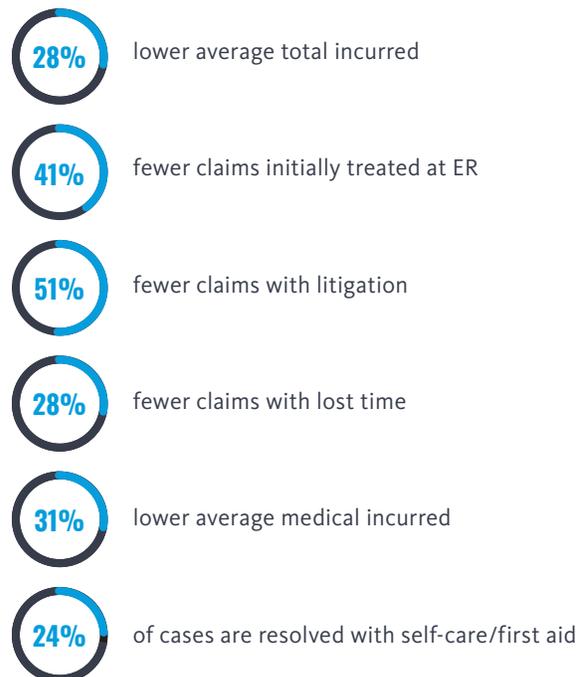
The triage nurse report is stored in Careworks' proprietary triage system. Calls are recorded and stored for 90 days.

### Implementation and training

When implementing a nurse triage service, our dedicated implementation managers work directly with clients to ensure a smooth process. Implementation includes an efficient system training program with wall cards for worksite managers.

### Results

Our nurse triage service offers several benefits for employers. Below are the overall average savings results for programs with nurse triage compared to those without it:





## Reporting

Employers will receive monthly, quarterly and annual reports that include utilization statistics and the results of each call, individually and summarized by outcome and cost savings. These reports demonstrate the program's impact, and help to identify areas where improvement and compliance is needed.

Our team provides the following triage reports and program information for clients:

- Summary report: monthly
- Detail report: monthly
- Dashboard: quarterly
- Stewardship: annually

## About Careworks

At the heart of any organization are its people. When one of your employees is out of work for an illness or injury, Careworks is there, ready to help them on their return to health, work and productivity. 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 injured workers. And that means better outcomes for you.

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