

NURSE TRIAGE RESULTS

The key to delivering early and appropriate care

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

Helping injured employees get the right care from the start 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. Average savings results include:

37% reduction in medical incurred

30% decrease in indemnity incurred

34% reduction in total incurred

Our program features registered nurses who are experts in handling occupational injuries, adhering to industry-proven guidelines. These nurses are available around the clock, every day of the year, ready to refer injured employees to the highest quality network providers or client preferred providers.

Our nurse triage team can:

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

This nurse triage program ensures that injured employees receive timely access to quality medical care, which helps reduce medical and claim costs while enhancing the overall employee experience. On average, our program achieves impressive results including:

4 days faster first report of injury

3 days sooner to first treatment

41% fewer claims initially treated at the ER

24% of cases are resolved with self-care

28% fewer claims with lost time

At Careworks, we also offer comprehensive case management and surgery nurse programs. Through these programs, our nurses are able to maintain ongoing involvement and support throughout the claim or prepare employees physically and mentally for the surgery process.

93% of claims are referred to four- or five-star providers

51% fewer claims with litigation

97% average employee satisfaction rate

To learn how our nurse triage program can achieve improved claims outcomes and reduce costs for your organization, contact:

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