



# COMPANY NURSE™

Because Accidents Happen™

Presented by:

Tony Zuniga, Risk Management Analyst

# Disclaimer

**The discussion and materials provided by the presenter are for informational purposes only and no opinion, suggestion, or recommendation of the panel members, their entities or employees, shall constitute legal advice. Participants are advised to consult with their own attorney for a determination of their respective legal rights, responsibilities and liabilities, including the interpretation of any statute or regulation, or its application to the participants' business activities. Furthermore, while the presenter hopes this information will help participants identify and mitigate liability exposures, neither they nor their entities or employees make any promise or representation that participants will recognize improved loss experience or premium savings as a result of any suggestion or recommendation made by the presenter. Information about COVID-19 is still rapidly changing. Schools should always refer to, and comply with any local Department of Health mandates, guidelines, and recommendations.**

# What do you do when

When a  
work-related  
injury occurs  
and it is  
reported?



# Check list:

- ✓ Is medical treatment needed?
  - ✓ If so, what treatment is appropriate?
- ✓ Document what happened
  - ✓ Who, What, When, Where and Why
- ✓ Timely report the injury
  - ✓ Make sure everyone is properly notified

The hardest decision is...

Should I seek  
medical  
treatment?



# Who should decide?

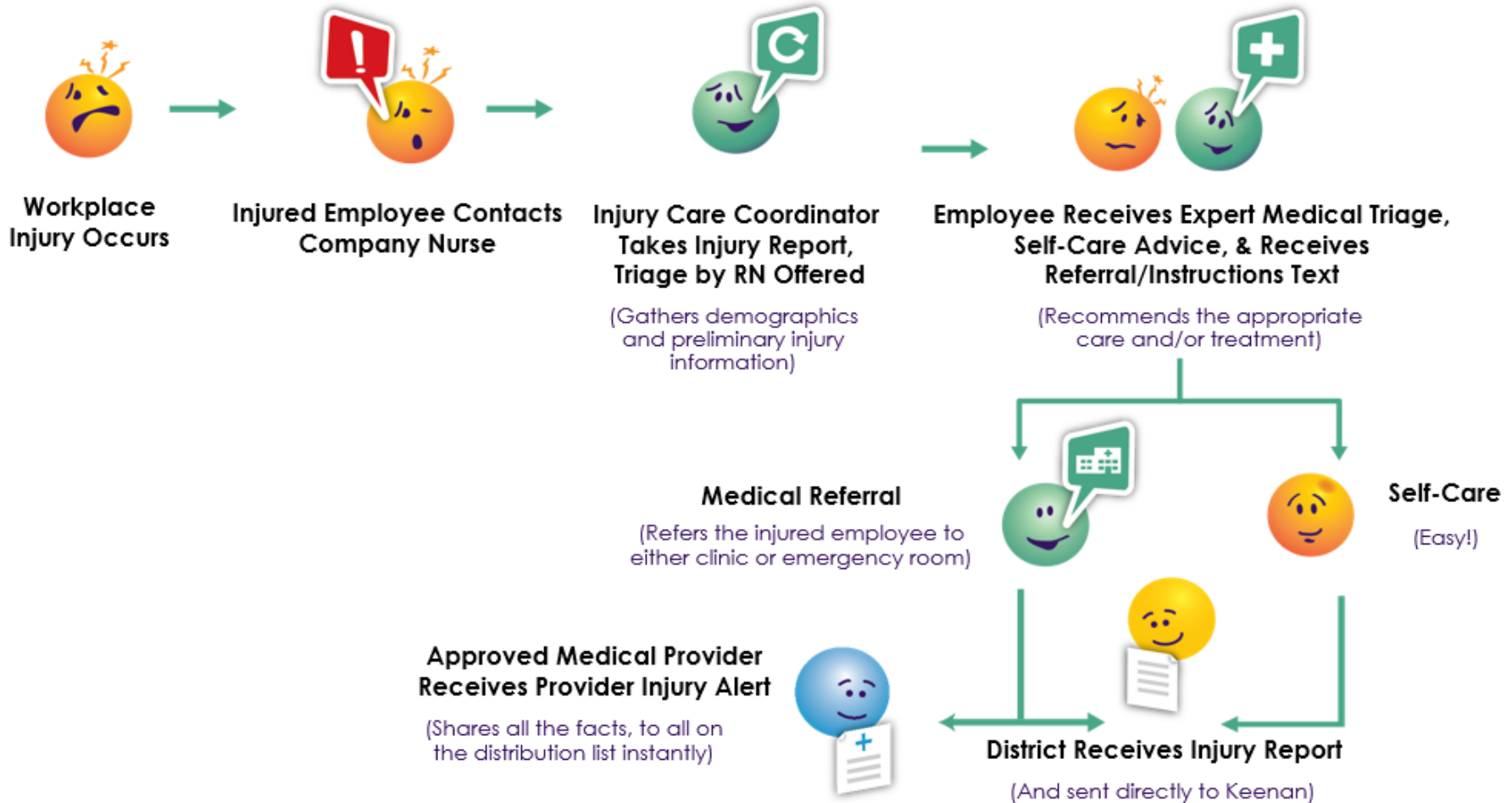


Let Company Nurse triage the injury and refer the injured worker to the proper treatment.

# What is Company Nurse?

- Triage hotline staffed 24/7/365 Days Per Year
  - Translators available for up to 200 different languages
  - Scripts can be customized
- Medical triage service within minutes
  - AMA Medical Advice (standards used for all work-related injuries)
  - Medical referrals to your designated provider

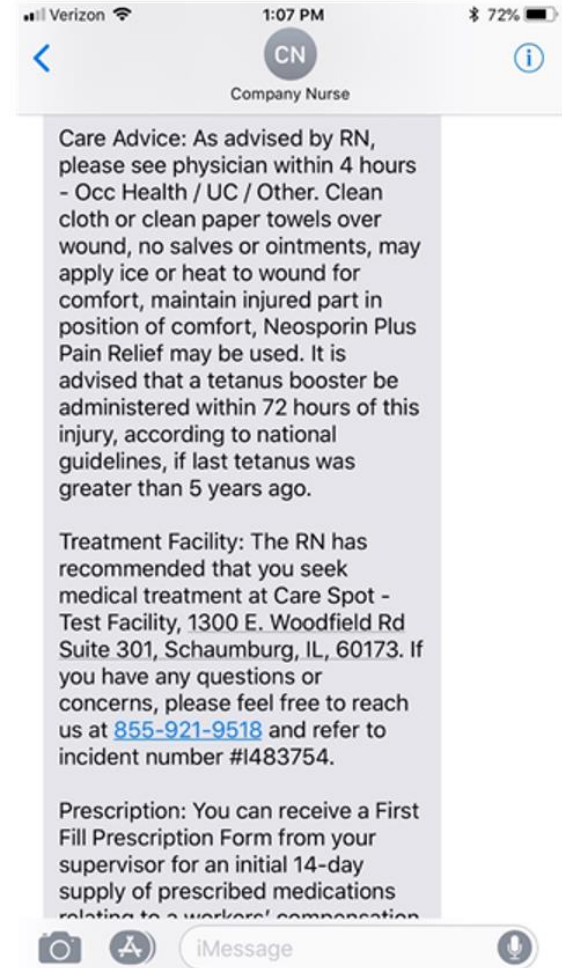
# What happens when the injured worker calls?





# Text to Injured Worker

The injured worker will have the option of receiving a text message with either the self care recommendation or the medical facility information.



# Telemed Available

Telemed is available for qualifying injuries. Company Nurse will triage and make the referral directly to Concentra Telemed

- Grade I/II upper/lower extremity strains/sprains
- Minor neck and back strains/sprains
- Bruises/contusions
- Minor burns
- Abrasions/scrapes
- Contact dermatitis/rashes
- Tendonitis/repetitive-use injuries
- Bloodborne pathogen exposures



Concentra Telemed® is the first telemedicine platform designed for work-related injuries and illnesses. Since its launch in 2017, thousands of employees nationwide have trusted Concentra Telemed to connect with our licensed Concentra® clinicians for the right care at the right time using video technology. Employees receive prompt attention to relatively minor work-related medical issues, work injury rechecks, and more.

#### Treatable Condition

- Grade I/II upper/lower extremity strains/sprains
- Minor neck and back strains/sprains
- Bruises/contusions
- Minor burns
- Abrasions/scrapes
- Contact dermatitis/rashes
- Tendonitis/repetitive-use injuries
- Bloodborne pathogen exposures

#### Other Concentra Telemed Services

- Physical therapy
- COVID-19 return-to-work evaluations
- Transfer-of-care evaluations

Available through workers' compensation programs for initial injuries and through nurse triage should your program include it, Concentra Telemed can be a valuable component to your workplace injury program and process.

#### Concentra Telemed Advantages

**Expertise.** Concentra clinicians are trained to deliver quality occupational health care. A Concentra Telemed virtual visit offers the same level of care as delivered in person at our medical centers.

**Convenience.** Employees have 24/7 access to a licensed Concentra clinician from their smartphones, computers, or tablets – no need to worry about clinic hours or travel time/distance.

**Enhanced functionality.** Our platform offers an exceptional patient experience with streamlined user options for fewer clicks, limited downtime for scheduled maintenance, and the ability to add guests via video.

**Complete care.** Concentra Telemed is designed to provide full treatment of most minor work injuries without the need to refer a patient to a Concentra medical center.

**Continuum of care.** Should a telemedicine patient require hands-on care, we can continue treatment in a nearby Concentra medical center with minimal delay.

**One process, regardless of care location.** Whether an employee receives in-person care at a Concentra medical center or uses Concentra Telemed, you use the same treatment authorization and billing processes, and receive the same activity status reporting.

#### How to Access Concentra Telemed

**Web and Mobile.** Go to [www.concentratelmed.com](http://www.concentratelmed.com) from your laptop or mobile device.

**App.** Go to the Apple [App Store](#) or [Google Play](#) and download the Concentra Telemed app.

To use Concentra Telemed, employees will need the following:

- Access to a quiet, private location for the visit.
- A computer, smartphone, or mobile device with a webcam and microphone.
- A valid photo ID or driver's license.
- An active email address and password of their choosing.
- An internet connection

#### Get Concentra Telemed at Your Workplace

Find out if Concentra Telemed is [available in your state](#).

# Covid Cases

Company Nurse will triage cases based on the CDC guidelines for Covid and document for the district to being the contact tracing



# Report of Injury

COMPANY NURSE <small>Because Accidents Happen™</small>		Report of Injury	Confidential
INCIDENT ID #	I399024	Time: 02/28/2018 12:07 PM PST	Angela, Jones
<b>Employer Corporate Location</b>		<b>Employer Worksite Location</b>	
TEST Acme LCC - Apple Valley 12555 Navajo Rd Apple Valley, CA 92308 Phone : 480-999-4444		TEST Acme LCC - Apple Valley 12555 Navajo Rd Apple Valley, CA 92308 Location #: 9RJ Policy #: 25425245	
<b>Employee Information</b>			
Last	First	Middle Initial	SSN
Angela	Jones		000-12-3456
Date Of Birth	Gender	Marital Status	
02/02/1982	F	Married	
Home Address		City	State Zip
1850 E. Elm St.		Apple Valley	CA 92388
Home Phone	Work Phone	Mobile Phone	Occupation
706-707-8889	706-607-8999		Office Assistant
Home Address		Hire Date	
1850 E. Elm St.		01/01/2001	
Callers		Supervisor Name	
Jones Angela		Denise Edwards	
		Supervisor Phone	
		706-607-8999	
<b>Language</b>			
Employee Speaks		Language Service Used	
English			
Interpreter ID #			
<b>Date, Time, and Place of Incident/Report</b>			
Date/Time (local) of Incident	Day of Week	Date/Time (local) Reported to CN	Date/Time (local) Reported to Supervisor
02/28/2018 11:30 AM PST	Wednesday	02/28/2018 12:07 PM PST	02/28/2018 11:35 AM PST
Injury Work Department		Injury Location	
Mail Room		12555 Navajo Rd Apple Valley, CA 92308	
Report Taken By: Tiffany T, Nicole E			
Witnesses #1	Witness #2	Witness #3	
Emily Wilson (Co-Worker)	Franklin Jackson (Co-Worker)	Mark Williams (Co-Worker)	
<b>Injury and Treatment</b>			
Nature of Incident / body part	Body Part Side	Teleread Choice:	<input type="checkbox"/> Report Only NO TRIAGE
Finger(s) Upper/Extremities	Left	No Reason Declined: Other	<input checked="" type="checkbox"/> Care Advice Given
Reason Alternate Chosen			
Not on file Treatment Facility /Location			
Not Applicable			
<b>RN Triage</b>			
Medical Guideline	Nurse Override		
SCRAPES, CUTS, & PUNCTURE WOUNDS			
Patient Response during Medical Guideline	<input checked="" type="checkbox"/> Patient Understands <input checked="" type="checkbox"/> Supervisor Wisp-Up		
Wound > 1 inch long AND gapes open spontaneously or when edges separated?;	<input checked="" type="checkbox"/> Patient Compliant		
Patient Override			
Patient Reason			
Care Advice			
See Physician within 4 hours - Occ Health / UC / Other			
Clean cloth or clean paper towels over wound, no salves or ointments, may apply ice or heat to wound for comfort, maintain injured part in position of comfort. Neosporin Plus Pain Relief may be used			
It is advised that a tetanus booster be administered within 72 hours of this injury, according to national guidelines, if last tetanus was greater than 5 years ago.			

Captures the injury details as well as employee, District, triage, and medical referral information

- E-mailed to the district, analyst, claims department and loss control

# Provider Alert

Faxed or emailed to the treatment facility prior to the arrival of the injured employee; contains:

- Employee demographic info
- District and workers' compensation carrier data
- Injury Information and Triage details

COMPANY NURSE <small>Because Accidents Happen</small>		Provider Injury Alert	** Confidential **	6
INCIDENT ID #	1399024	Time:	02/28/2018 12:07 PM PST	Medical Professional Tiffany T. Nicole E
TO	Test Occupational Clinic 56 Main St. Apple Valley, CA 92388 Phone: 888-888-8888 Fax:			
<b>Employee/Patient Information</b>		<b>Employer Information</b>		
Angela, Jones 1850 E. Elm St. Apple Valley, CA 92388 Home Phone: 766-707-8889		TEST Acme LCC - Apple Valley 12555 Navejo Rd Apple Valley, CA 92388 Nicole Edwards Phone: 408-999-4444		
<b>Workers' Compensation Insurance Carrier (For All Medical Bills)</b>				
Smith Insurance 9512 Claims St Suite 1526 Phoenix, AZ 85081 Phone: 555-555-5550 Fax: 555-555-5551				
<b>Dear Medical Provider:</b>				
Please note that the above mentioned injured employee will be coming to your facility seeking treatment for a reported workplace injury.				
<b>Special Handling Instructions:</b>				
Please be advised that this employer requires DRUG TESTING. This employer believes that early RETURN-TO-WORK promotes the healing process. Please contact the RTW coordinator, Nicole Edwards at 4883742454 for a detailed job description so that you can write a RTW activity prescription to guide the employer in attempting to find a temporary alternate position.				
Date/Time (local) of Incident	Day of Week	Date/Time - Reported Local Time	Work Department	
02/28/2018 11:30 AM	Wednesday	02/28/2018 12:07 PM	Mail Room	
Injury Location				
12555 Navejo Rd. Apple Valley, CA 92388				
Nature of Incident			Body Part	
Laceration			Finger(s)(UpperExtremities)	
<b>Guidelines</b>				
SCRAPES, CUTS, & PUNCTURE WOUNDS				
<b>Care Advice</b>				
See Physician within 4 hours - Occ Health / UC / Other				
Clean cloth or clean paper towels over wound, no salves or ointments, may apply ice or heat to wound for comfort, maintain injured part in position of comfort, Neosporin Plus Pain Relief may be used				
It is advised that a tetanus booster be administered within 72 hours of this injury, according to national guidelines, if last tetanus was greater than 5 years ago.				
<b>After initial treatment, fax/email details and work status report to:</b> nedwards@applevalley.com				
Please note that workers' compensation benefits are governed by state statute. Although we do our best to ensure that these injuries are in fact work related, no guarantee is made that these are legitimate claims under workers' compensation laws.				

# Incident Summary Report

## Incident Summary Report

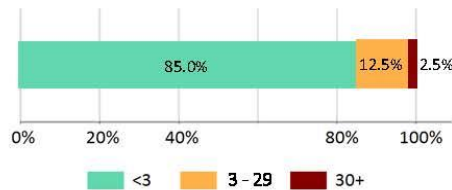
Date Comparison: 07/01/2017 - 06/30/2018



### Totals for Sample Company

Total Incidents	101
New Incidents	80
Total Calls	115
Average Calls per Incident	1.14

Average Lag Days for New Incidents	2.6
Lag Days < 3 Days	68 85.0%
Lag Days 3 - 29 Days	10 12.5%
Lag Day 30+ Days	2 2.5%



Total Incidents	101
Total Treated	59 58%
Total Not Treated	42 42%

Total Treated	59
Triaged to Treatment	48 81%
Treated w/out Triage	11 19%

Total Treated	59
Treated to ER	4 7%
Treated to Non-ER	55 93%

Total to ER	4
Triaged to ER	1 25%
To ER w/out Triage	3 75%

Total Incidents	101
Total Triaged	83 82%
Total Not Triaged	18 18%

Total Triaged	83
Triaged to ER	1 1%
Triaged to Non-ER	47 57%
Triaged to Self Care	35 42%

# System Integration

[Support](#) | [Logout](#)

[My Account](#)

## Keenan

[Home](#) | [Claims](#) | [OSHA Log](#) | [Reports](#)

[Unified School Dist](#)

Welcome

### Claims

[Report a Claim](#)

Search Recent Claims:

Employee  [Search](#)

Report ID

**105 Company Nurse Notice(s)**

### Need Help?

[WC Service Desk](#)

e-Mail: [wcservicedesk@keenan.com](mailto:wcservicedesk@keenan.com)  
Phone: 866.434.4480

[Wess Eslinger](#)

e-Mail: [weslinger@keenan.com](mailto:weslinger@keenan.com)  
Phone: 310.212.0363 x2307

[Laura Ochoa - Claims Analyst](#)

e-Mail: [lochoa@keenan.com](mailto:lochoa@keenan.com)  
Phone: 951-715-0190 x 1153



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# Training

- Risk Management Analyst can provide training to managers and personnel administering the program. We also partner with your preferred clinics to ensure they understand the Company Nurse program
- Training tools include:
  - YouTube Videos
  - Sample Call, FAQs and other Handouts
- Company Nurse can assist with email reminders to the Districts to encourage consistent utilization



# Sample Material

**IN CASE OF WORKPLACE INJURY**  
ACCION a seguir en caso de un accidente en el trabajo

**COMPANY NURSE™**  
Because Accidents Happen™

AVAILABLE  
24 HOURS A DAY

**1-XXX-XXX-XXX**

Employer Name (Nombre De Compania)

Search Code (Código Del Búsqueda)

Company Name

XXXX

**1** Injured worker notifies supervisor.  
Empleado lesionado notifica a su supervisor.

**2** Supervisor/Injured worker immediately calls injury hotline.  
Supervisor / Empleado lesionado llama inmediatamente a la línea de enfermeros/as.

**3** Company Nurse gathers information over the phone and helps injured worker access appropriate medical treatment.  
Profesional Médico obtiene información por teléfono y asiste al empleado lesionado en localizar el tratamiento médico adecuado.

**NOTICE TO EMPLOYER/SUPERVISOR:** Please post copies of this poster in multiple locations within your worksite. If the injury is non-life threatening, please call Company Nurse prior to seeking treatment. Minor injuries should be reported prior to leaving the job site, when possible.

# Posters and Stickers

**For workplace injuries call:**

**COMPANY NURSE™**

**XXX-XXX-XXXX**  
search code XXXXX  
**24 hours/7 days**

# Program Benefits for Employees

- Immediate access to a caring medical professional (RN) for evaluation
- Nurses specialize in occupational injuries
- 24/7 Nurse intake and follow up
- Medical Provider paperwork is faxed/Emailed immediately when referral to medical care is needed - reduces employee wait times

# Program Benefits for the District

- It helps by taking the burden off of your supervisors. Company Nurse will answer the question...  
*Should I seek medical treatment?*
- No direct cost to the District
  - Company Nurse fees paid through the claim
- Streamlined claim reporting via UCO
- Injury documentation and same day injury reports
- Authorization for treatment sent to provider

# QUESTIONS?

