Presented by:
Tony Zuniga, Risk Management Analyst
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
Should I seek medical treatment?

The hardest decision is...
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?

1. Workplace Injury Occurs
2. Injured Employee Contacts Company Nurse
3. Injury Care Coordinator Takes Injury Report, Triage by RN Offered
   (Gathers demographics and preliminary injury information)
4. Employee Receives Expert Medical Triage, Self-Care Advice, & Receives Referral/Instructions Text
   (Recommends the appropriate care and/or treatment)

   - Medical Referral
     (Refers the injured employee to either clinic or emergency room)
   - Self-Care (Easy!)

   - Approved Medical Provider Receives Provider Injury Alert
     (Shares all the facts, to all on the distribution list instantly)

   - District Receives Injury Report
     (And sent directly to Keenan)
The injured worker will have the option of receiving a text message with either the self care recommendation or the medical facility information.
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
Company Nurse will triage cases based on the CDC guidelines for Covid and document for the district to begin the contact tracing.
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
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
# Incident Summary Report

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

## Totals for Sample Company

<table>
<thead>
<tr>
<th>Total Incidents</th>
<th>101</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Incidents</td>
<td>80</td>
</tr>
<tr>
<td>Total Calls</td>
<td>1.15</td>
</tr>
<tr>
<td>Average Calls per Incident</td>
<td>1.14</td>
</tr>
</tbody>
</table>

### Average Lag Days for New Incidents

<table>
<thead>
<tr>
<th>Lag Days</th>
<th>Days</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lag Days &lt; 3 Days</td>
<td>68</td>
<td>85.0%</td>
</tr>
<tr>
<td>Lag Days 3 - 29 Days</td>
<td>10</td>
<td>12.5%</td>
</tr>
<tr>
<td>Lag Day 30+ Days</td>
<td>2</td>
<td>2.5%</td>
</tr>
</tbody>
</table>

## Totals for Treated Incidents

<table>
<thead>
<tr>
<th>Total Incidents</th>
<th>101</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Treated</td>
<td>59</td>
</tr>
<tr>
<td>Total Not Treated</td>
<td>42</td>
</tr>
</tbody>
</table>

### Triage Details

<table>
<thead>
<tr>
<th>Triage Type</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Triaged to Treatment</td>
<td>48</td>
</tr>
<tr>
<td>Treated w/out Triage</td>
<td>11</td>
</tr>
</tbody>
</table>

### ER Triage Details

<table>
<thead>
<tr>
<th>Triage Type</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Treated to ER</td>
<td>4</td>
</tr>
<tr>
<td>Treated to Non-ER</td>
<td>55</td>
</tr>
</tbody>
</table>

### ER Triage to ER Details

<table>
<thead>
<tr>
<th>Triage Type</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Triaged to ER</td>
<td>1</td>
</tr>
<tr>
<td>To ER w/out Triage</td>
<td>3</td>
</tr>
</tbody>
</table>
System Integration
• 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

Posters and Stickers

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

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.

For workplace injuries call:

XXX-XXX-XXX-XXX
search code xxxxx
24 hours/7 days

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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