



Welcome from Company Nurse



Keenan
Associates



OHLONE CCD

Handwritten notes:
for
S.P. 200



24-Hour Registered Nurse Hotline

- Staffed 24/7/365 Days Per Year Nationwide
- Medical Triage Service
 - AMA Medical Advice
 - Medical Referrals to Your Designated Facilities
 - Facts Documented for Report of Injury
 - Report Sent to all Stakeholders Minutes After the Call
 - All Conversations Recorded and Archived for 60 months



The Triage Process

During the Triage Process the Injured Employee Speaks with an **Injury Care Coordinator** Who:

- Gathers Employee Demographic Information
- Gathers preliminary incident information
- Transfers the Employee and gathered information to a **Registered Nurse** who:
 - Assesses the Injury
 - Recommends the Most Appropriate Level of Care and/or Treatment
 - Refers the Injured Employee to either Self-Care, Clinic, or Emergency Room



Program Benefits to 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 immediately when referral to medical care is needed - reduces employee wait



Program Benefits for District Participants

- Injury Hotline serves as the first point of contact to report workplace incidents/injuries
- Injury reports sent instantly to all involved in WC process i.e.
 - District/ JPA Worker's Compensation staff
 - Keenan
 - Network clinics
- Pricing is \$140 per claim as allocated cost
- No cost to the District unless a claim results

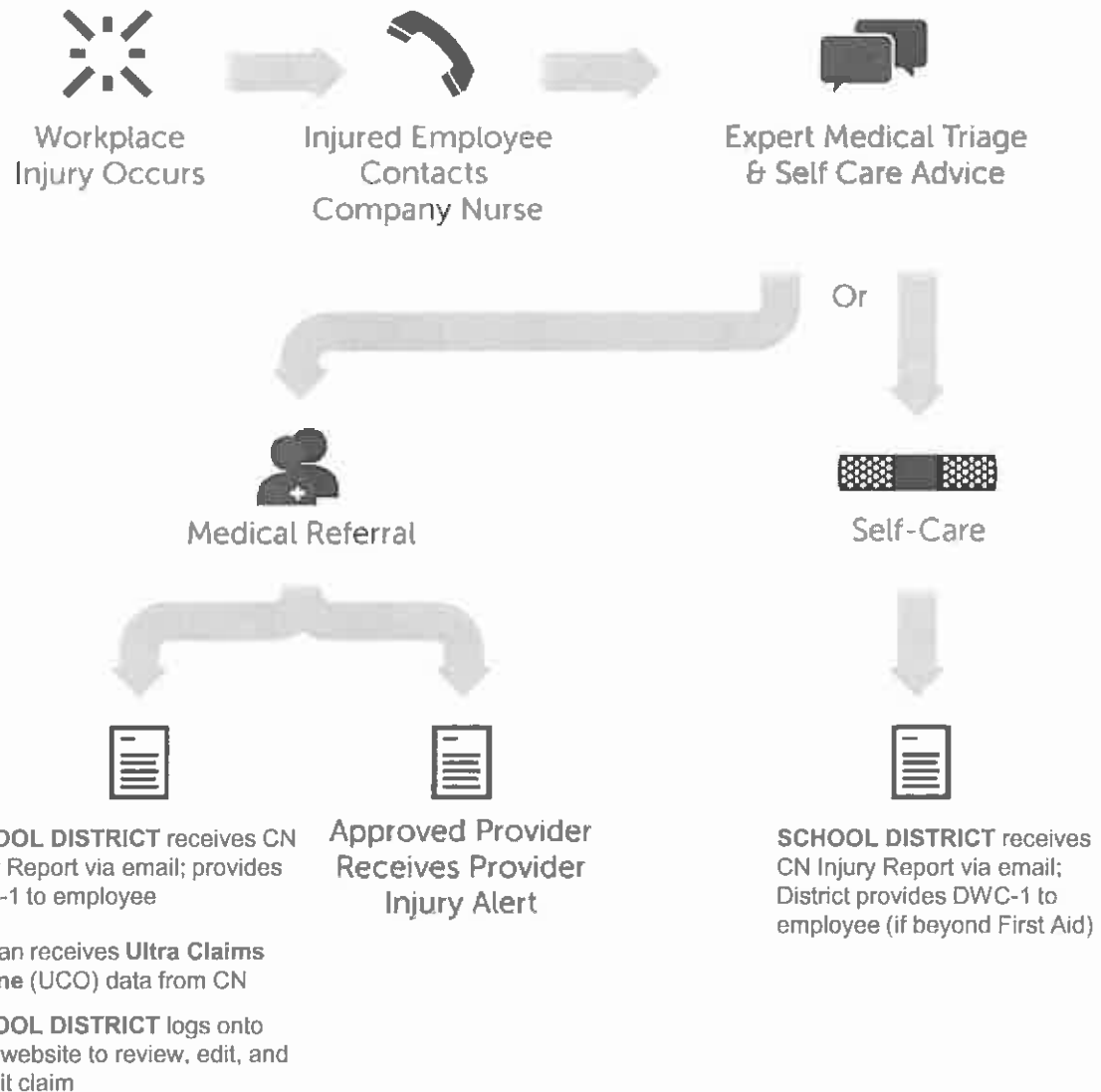


PIPS Pilot Results

- 7% Reduction in Claims for Pilot Districts
- 27% Reduction in ER use by Pilot Districts
- Improved Litigation rate for Pilot Districts
- Total Incurred Costs rose 2.12% for Pilot Districts vs. 10.4% for non-Pilot Districts



What Happens During A Call?





Reporting

After taking the injury report and triaging an injured worker, Company Nurse generates the following reports:

- Report of Injury – Captures the injury details as well as employee, District, triage, and medical referral information
- Provider Alert – Faxed or emailed to the treatment facility prior to the arrival of the injured employee; contains –
 - Employee demographic information
 - District and workers' compensation carrier data
 - Injury Information and Triage details
 - Work Status and Treatment Plan Form
- Injury Summary Report – Provides a statistical accounting of the injuries for a specified time period per JPA and District



Training

- Company Nurse uses a “Train the Trainer” approach
- Training tools include:
 - Recorded Webinar
 - YouTube Video
 - Sample Call
 - FAQs and other Handouts
- Company Nurse can assist with email program reminders to the Districts to encourage consistent utilization