

HEALTHY ROSTER

Companies need a filter for minor injuries as a first line of defense against unnecessary ER visits, recordables, and days away from work.

Most embrace nurse hotlines to treat incidents and start the claims process. But is there a more advanced way to prevent and triage these injuries? For those looking to eliminate unneeded worker send-outs and costly claims, as well as prevent injuries, there is a better choice. **Healthy Roster** will cut recordables, lower lost work time, reduce costs, and boost productivity.

Healthy Roster



Outcomes

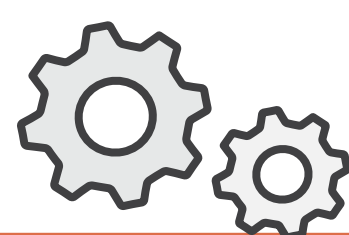
- Ability to triage every MSD injury by a work injury specialist.
- Avoid creating medical claims with advice for care onsite, if no medical visit is required.
- Avoid unneeded trips to the ER, urgent care, or doctor's office.
- Follow-ups conducted via kiosk, call, text, mobile app or email (Workers avoid even more time away from the work site, helping further reduce lost work and productivity).



Expertise

Licensed, certified occupational health expert

- Workers speak directly with a MSD specialist, trained in OSHA first aid, who can triage work injuries, advise on returning to work or seeking care.
- MSD experts can follow-up, provide additional advice, and prevent minor injuries from getting worse.



Services

24/7 access to licensed occupational athletic trainers who assess both workplace and non-work incidents to provide guidance on treatment and self-care.

- Additionally - provide access to ongoing services like:
- Jobsite analysis
- Ergonomics & human performance evaluations
- Expansion, updates to personalized stretch & flex programs
- Safety team support for every employee, during every shift, at every location



Communication

- Onsite iPad kiosk
- Mobile phone app
- Video call, text, or phone hotline interactions and may also receive email and video support for additional treatments and recommendations

Nurses Hotline

Many recommendations often end with requests to visit a medical facility which can break OSHA first aid and result in recordables and claim expenses.*

Registered Nurse

- Speak with a trained nursing professional about medical advice for injuries, illnesses, and when to go to the ER, Urgent care, or regular doctor.

Other

- TSR - Many nurse hotlines employ telephone service representatives to read scripts before transferring to RN.**

24/7 access to medical advice from registered nurses (RNs). Supervisor & employee call designated hotline number to start claim after injury occurs. RN directs workers to appropriate medical facilities and provides injured worker's claim paperwork.***

- Telephone

*According to a recent Healthdialog survey, nearly 12% of patients who call nurse hotlines, with a pre-intent of visiting an urgent care facility, were appropriately redirected to visit the ER instead. On the flip side, 69% of patients with pre-intent to visit the emergency room or call 911 were appropriately redirected to a less emergent level of care like urgent care or primary care physicians. Data has been normalized across Medicare, Medicaid, and Commercial populations <https://www.healthdialog.com/blog/inside-look-who-s-calling-our-nurse-line>

**Transfer rates from TSRs to RNs at the Kaiser Nursing Hotline call center averages between 18 to 22 percent. A TSR reported that average call times are to be kept to under 4 minutes and they are pushed to shave call times to beat previous averages. According to an interview: "The fact is that unlicensed assistive personnel are caring for the majority of our patients. About 70% of all callers never make it to an RN." <https://nationalnurses.medium.com/wake-up-call-aeac6ee3bde1>

***Nurse Hotline in New Mexico: After asking a series of questions, moving from most serious to least serious symptoms, a nursing hotline registered nurse typically uses medical algorithms and professional judgment to formulate a diagnosis. He/she then instructs the caller on what to do immediately and then often sets up an appointment with a local doctor. In a smaller number of cases, nurses tell callers to get to an emergency room as quickly as possible. "We always err on the conservative side," said registered nurse and program director Connie Fiorenzio. <https://www.pewtrusts.org/en/research-and-analysis/blogs/stateline/2015/2/25/new-mexicos-nurse-hotline-touted-as-model-in-states>

In addition to taking care of the injured worker, the initial claims process is streamlined - saving an employer time. Within 15 minutes after an injured worker calls the Nurse Triage Hotline, policyholders receive a detailed summary of the injured worker's visit, and a claim is opened via ICW Group's First Notice of Loss team. https://www.wfmz.com/news/pr_newswire/pr_newswire_health/icw-group-introduces-the-nurse-triage-hotline-to-its-workers-compensation-policyholders/article_e4ac8a88-4cb4-52d1-9358-37b5e1ba4147.html

From First Stop Health - Patient Experience with Nursing Hotline: "When I actually used this perk, I was disappointed. The nurse was knowledgeable and kind--but she was unable to provide a definitive diagnosis or prescription. The nurse gave me some general advice, but recommended that I follow up with my primary care physician first. So at the end of the day, I was still going to have to deal with making an appointment, driving across town, waiting in a room full of sick people, and paying for treatment. No time saved. No money saved." <https://www.fshealth.com/blog/nurse-lines-vs-telemedicine-benefits-whats-the-difference>