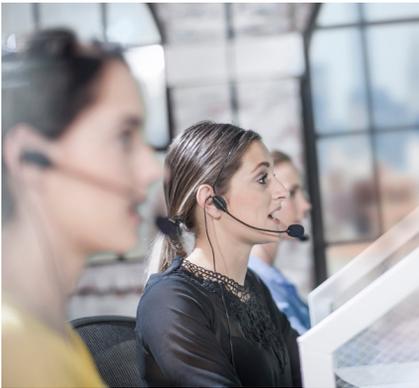


24/7 Nurse Triage

Nurse First Response

The first 24 hours of a workplace injury have a huge impact on workers compensation claim development, duration and cost.



Injury triage is an important first step for a positive outcome in workers compensation claims. During this critical point of contact, our triage nurses are able to establish a supportive rapport with the injured employee, while expertly assessing the nature and extent of the injury and documenting the accident details.

Experience Matters

When an accident occurs, immediate access to expert medical advice makes all the difference. Our injury triage service provides immediate expertise from a registered nurse (RN) who assesses the severity of the injury and recommends the best course of action.

Data-Driven Support

Each call provides safe and appropriate disposition of care using symptom-driven protocols as decision-support tools. The RN enhances claim outcomes by directing the caller to the right level of care with the right provider at the right time. Network penetration is improved by helping the caller find the closest in-network provider.

Call Handling and Information Delivery

RNs are expert in documenting and delivering critical claim information, using:

- Decision trees and data fields customized per client
- Injury-specific assessment and self-care instructions
- State-of-the-art support technology
- Talk-to-text accommodation for callers with TTD
- 200+ language translations immediately available
- Secure, easy to retrieve call recordings

Improving Claim Outcomes

To ensure an effective response before an injury turns into a claim. Our injury triage service delivered the following outcomes last year.

25%

average reduction in ER utilization

23%

of callers were directed to urgent care facilities for immediate care in place of emergency care triage solution.

76%

of self-care recommendations were confirmed by follow-up

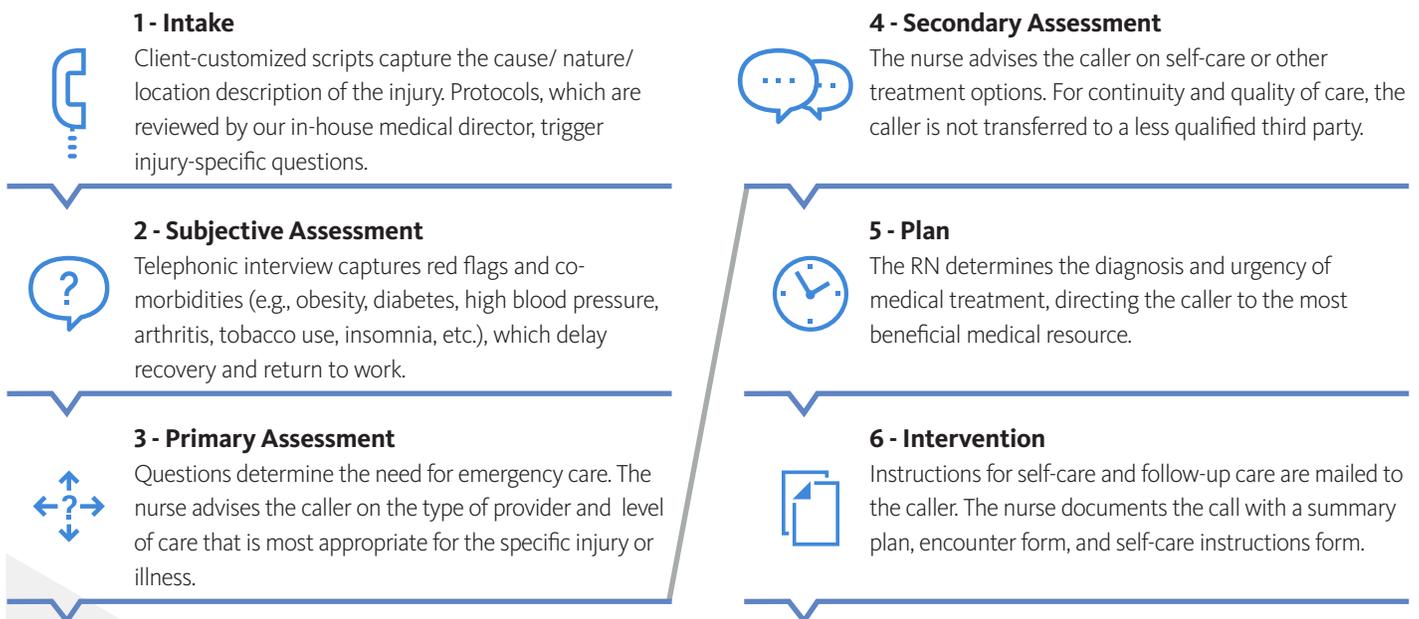
5%

of calls are directed to the emergency room triage solution

Conduent Injury Triage Workflow

Years of nurse triage experience and intelligent call management technology help our trained RN staff direct injured employees to the right level of care, at the right time, with the right provider. We work with you to create a customizable, branded service that can be implemented for specific injury types or particular jurisdictions.

Our proprietary 6-step process uses symptom-driven, clinical decision protocols to enable appropriate emergency department utilization, prevent unnecessary readmissions, and empower callers in self-care. As a result, our clients may see reductions in workers compensation claims and claim costs, including lost time, as well as reduced litigation.



Case Study

Fortune 50 Company

Within one year of implementing our injury triage services, a Fortune 50 client dramatically reduced slip-and-fall accidents by acting on analytical trends identified in the triage process.

- Anecdotal feedback from nurses and granular analysis of the client-customized data fields revealed that most ladder injuries were due to missing the last step off the ladder.
- We suggested eye-level labels on all ladders to remind workers to watch for the last step.
- As a result of the new protocol, slip-and-fall accidents were reduced for this client by 60%.

For more information about Conduent Medical Claims Management Solutions visit us [online](#) or email us at medclaims-solutions@conduent.com.