

24/7 Nurse Triage

Nurse First Response (NFR®)

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



Injury triage is an important first step for a positive outcome. 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

We combine our expertise in call center platforms and quality nurse triage to ensure an effective response before an injury turns into a claim. Our injury triage service delivered the following outcomes last year.

40% reduction in emergency room visits for one client since implementation

5%¹ of calls are directed to the emergency room²

76%¹ of self-care recommendations were confirmed by follow-up

25%¹ of callers were directed to urgent care facilities for immediate care in place of emergency care²

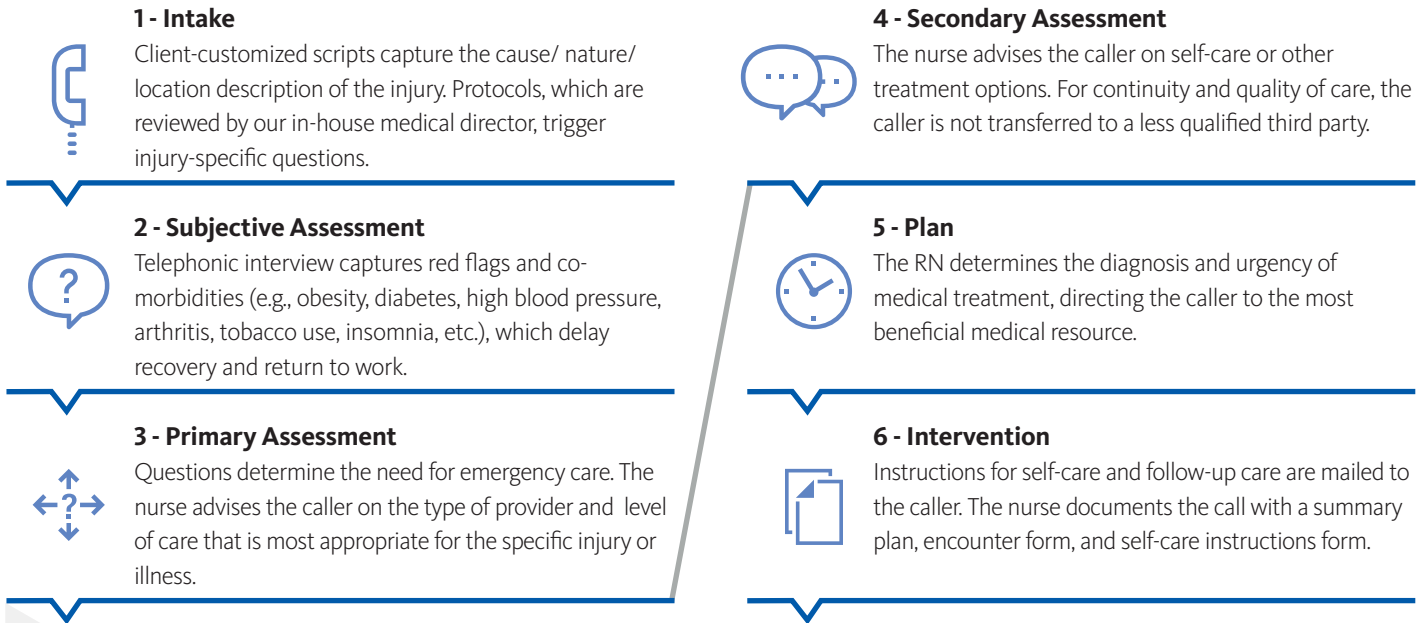
¹Based on 16,000 calls received during calendar year 2015

²Average ER visit costs \$1,265, according to U.S. Agency for Healthcare Research and Quality

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 claims and claim costs, including lost time, as well as reduced litigation.



Case Studies

Fortune 100 Companies

Our injury triage services achieved the following results for a Fortune 100 company in 2015:

- 78% of injured employees receiving self-treatment options did not seek additional medical care.
- 44% of triaged calls were directed to self-care (treatment at home in lieu of medical providers).
- Only 7% of calls were referred to the emergency room for treatment.

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%.