

Nurse Triage

Establishing Trust at the Time of Injury

Coventry's NT/24 Solution Provides a Roadmap for Success

At a vulnerable time, injured employees need to be able to trust that their employer is doing right by them. If that trust doesn't exist at the outset, the injured worker can easily veer off course. Our nurse triage hotline, available 24 hours a day/7 days a week, provides employees with a valuable source of credible information. Nurses are the ideal professionals to establish a roadmap for success when an injury occurs and to help the injured worker make informed decisions about their care.



Making Informed Decisions



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Self-care first-aid instruction



Televisit



Physician/clinic visit



Emergency room

Our Solution

- Staffed 24/7/365 with Registered Nurses
- Spanish speaking nurses on staff with access to a language line for all other languages for 100% bilingual coverage
- Nationally recognized triage guidelines
- Seamless integration with first notice of injury vendors, claims management, and managed care services
- Channeling to preferred providers
- Pharmacy ID card coordination
- Coordination of tetanus vaccine when other medical treatment is not indicated
- Comprehensive point of injury reports transmitted within 20 minutes of call documentation completion
- Monthly trending and outcomes reports
- Expertise coordinating health care blood borne pathogen exposure

Nearly half of all callers opt for self-care

OTC



coventrySM

returning people to work, to play, to life

The Right Care at the Right Time

Without access to a nurse triage service, injured employees often have to rely on a front-line supervisor to know what to do — i.e., whether to call 911 or tell the employee to go to the emergency room or an urgent care clinic. After hours or on weekends, employees may have to choose a provider themselves. The consequences can be over- or under-treatment as well as significantly increased or unnecessary costs.



Physician Visits

70% are unnecessary and could be mitigated by a phone call, email, or text

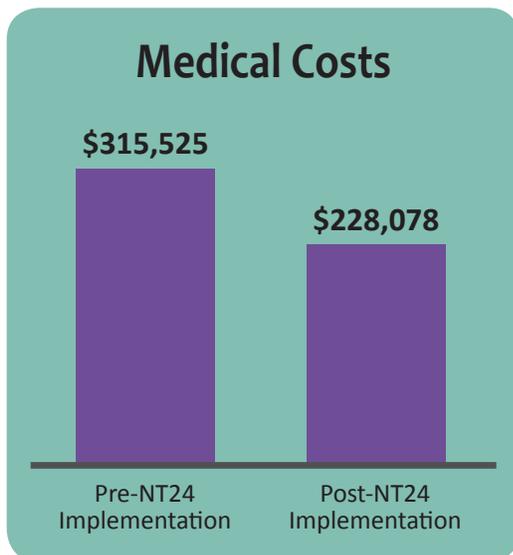


ER Visits

66% are non-emergency
The total cost of unnecessary ER visits is almost \$14B annually

Source: <http://blog.ivrpowers.com/post/healthcare/70-percent-doctor-office-visits-are-unnecessary/>

Results that Speak for Themselves



Six months after implementation, an NT24 client saw the following results:



Coventry Workers' Comp Services
@CoventryWC

Nurse Triage | Case Management
Utilization Review | Networks
Independent Medical Exams | Pharmacy
DME & Ancillary Services | Bill Review

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to work, to play, to life

Contact us today to discuss how we can return your injured workers to work, to play, to life:
info@cvty.com or 800-790-8662.