

# Virtual Connections

Utilizing technology to build and deepen relationships with injured workers

## Telehealth Innovations Continue to Emerge

As the telemedicine industry continues to boom we're seeing new forms of telehealth emerge in the marketplace. Variations including tele-rehab, remote patient monitoring, and even "avatar-like" nurses being utilized by hospital systems and providers. In this new world of telehealth we need to constantly be looking for innovative modes by which triage and telephonic case managers can connect with the individuals they serve and engage them on their road to recovery.

At Coventry we're piloting two new types of Virtual Connections designed to support our clinical staff in the establishment of trust and engagement with injured workers – Virtual Triage and Virtual-Telephonic Case Management.

As with all new technology, some people will be hesitant so participation in both programs is completely voluntary. We also don't expect adoption to occur overnight. Like telemedicine, it takes time for people to get accustomed to a new idea and embrace it. The goal of the pilot is not necessarily to see a high adoption rate, but to test the technology, usability, and likability of this communication solution.



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# Virtual Triage

Virtual Triage gives triage nurses the opportunity to connect via secure video and enhances their ability to accurately assess the extent of the injury and provide the most appropriate recommendation for the level of care needed. This technology allows nurses to target:



Burns



Lacerations



Scrapes/Scratches



Bruising



Rashes



Insect Bites

## Virtual-Telephonic Case Management

Virtual-Telephonic Case Management allows the telephonic case manager and injured or ill person to connect via video conference allowing the nurse to more closely mirror a face-to-face visit and quickly establish the element of trust and rapport. Utilizing the video connection allows the telephonic nurse to:

- Pick up on non-verbal cues such as body language, which is essential in patient engagement
- Appeal to anyone comfortable using video technology to communicate, particularly the younger generations
- View the injured body part and the healing process



Nurse Triage | Case Management  
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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.