

In-Home Care Newsletter SilverTriage | Issue 2

For those of you who have been able to visit our booth at a recent annual convention in 2014, we are sending this e-mail as a reminder of the *Nurse Triage* tool we discussed. For those who have not had the opportunity to come by our booth, we have the pleasure of introducing our **SilverTriage** service.

Please take a moment to look at our [SilverTriage Video](#), as well as our [SilverTriage Overview](#).

Our testing has shown that this service can have a dramatic positive impact on workers' compensation claims.

The premise behind this service is to have your caregivers carry a card akin to a healthcare provider card, with a specific 1-800 number that they are to contact immediately, in the event of a job-related injury.

*The above referenced testing which has been undertaken for more than a year has shown that 40-plus percent of incidences that would most likely have required a visit to a physician or an Emergency Room were treated by the nurse over the phone, resulting in **no charge** against their workers' compensation policy.*

Injuries that require face-to-face medical attention will be sent by the nurse to a suitable facility for the type of injury sustained. In the majority of instances, these will be within the Travelers network, resulting in significant savings.

As a result of the immediate attention given to the injury, there was a **35% reduction** in the size of the average claim. We know that in this industry, the lag time between injury and report to a carrier is one of the worst out there. In addition, we observed a significant reduction in the percentage of claims receiving indemnity for lost pay from **17% to 9%**.

The cost associated with this service is **\$80* per "call."** This includes a *24/7/365 response* to the initial inbound call, as well as a follow-up with the injured party to ensure they have responded to the prescribed treatment.

If one equates this minimal cost against that of a visit to a physician clinic or an Emergency Room, the savings are immediately evident. If we add in the impact of the claim on your experience mod, then this service becomes virtually indispensable.

Please visit the [In-Home Care Loss Control](#) page of our website to access the **SilverTriage enrollment form** under the drop down menu for SilverTriage. You will find the instructions on how to complete the form, as well as a sample of the 1-800 number card your employees will be receiving.

**This cost reflects the charge made by the Nurse Triage organization*