

In-Home Care Newsletter SilverTriage | Issue 3

NurseTriage Letter

SilverStone Group is pleased to announce the introduction of our [SilverTriage service](#) for all our current Workers' Compensation clients insured through Travelers.

It is our intention to provide this service free of charge for 12 months beginning at 12:00 am on July 1, 2014, or the closest date thereafter that you receive your documents confirming your enrollment in the service. This service will remain in effect until 11:59 pm on June 30, 2015 as long as you remain an active client of SilverStone Group and your workers' compensation is written through Travelers.

Many of you have had the opportunity to hear the merits of this service during our presentation at your annual convention. Our testing has shown that this service can have a dramatic positive impact on workers' compensation claims.

For those who did not have the opportunity to listen to our presentation, or require a quick revisit of the specific benefits of this service, we have included below a brief summary of the workings of the SilverTriage program

SilverTriage

The premise behind this service is to have your employees carry a card – akin to a healthcare provider card – with a specific 800 number that they are to contact immediately in the event of a job-related injury. An envelope containing these cards, as well as other information, will be forwarded within about seven working days after we receive your fully completed enrollment form, a copy of which is attached to this e-mail.

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 circumstances, these will be within the Travelers network, resulting in significant savings.

In many instances, the injury can be treated by the nurse over the phone (statistics on this are included below). Under this scenario, the nurse will then follow up with the employee at a pre-arranged time to ensure the injury has healed.

In all cases, the call to the Nurse Triage organization meets your obligation to notify the carrier of an injury.

All conversations between the injured employee and the nurse are taped. An edited transcript of that conversation will then be forwarded to the individual(s) within your organization that you elect to name on the enrollment form.

The above referenced testing, which has been undertaken for more than a year, has shown more than 40% 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.

We also saw a 35% reduction in the size of the average claim as a result of the immediate attention given to the injury.

In addition, we experienced a significant reduction in the percentage of claims receiving indemnity for lost pay – from 17% to 9%.

View our [enrollment form](#) including instructions on how to complete the form and a sample of the 800 number cards your employees will receive.