



## Keeping Data Current for Medical Facilities in Your Network

By Paul Binsfeld, President of Company Nurse



or



When an employer initiates workers' compensation medical triage in their business, one of the valuable outcomes that they desire is to have their injured employees referred to appropriate medical facilities for care. Once their employee arrives at the medical provider's location, employers expect, and rightly so, the following:

- The facility should be open at the time of the referral
- The facility should generally take walk-in patients
- The facility should accept workers' compensation insurance for payment

Various challenges exist for employers in developing a good network of primary care medical providers. Consider the problems associated with a "bad network":

1. If a medical facility no longer exists or has changed addresses, injured employees show up at an empty building potentially endangering their health and certainly inconveniencing the employee.
2. When a facility does not take walk-in patients, typically employees must wait hours or perhaps until the next day to be seen. Again, this can inconvenience the employee and possibly put their future health at risk.
3. Quite often, medical providers make changes to the type of insurance they accept. Sometimes, medical providers completely eliminate accepting workers' compensation insurance and can do so without notifying employers in the area. When an injured employee presents themselves for care and is subsequently turned away since it is a work injury, they can find it hard to understand why this took place. Again, health may be endangered and inconvenience definitely occurs.

In our seventeen years of providing high quality workers' compensation medical triage service to employers nationwide, one of the greatest successes we have experienced has been to assist our clients in developing and managing a high quality network of primary care medical providers.

### Working Together with our Clients, Company Nurse helps to:

- Identify convenient and appropriate primary care facilities
- Validate location, services offered and types of insurance accepted
- Provide ongoing management of the list for the employee

This particular service takes a burden off our clients' shoulders and allows them to focus on their business and objectives.

Some interesting trends are taking place across the nation which we have uncovered through our ongoing validation service.

*Company Nurse is a telephone triage injury hotline. When an injury occurs, the injured employee places a call to Company Nurse, a 24/7/365 hotline staffed by trained telephone triage nurses.*

*The Company Nurse approach positions a Registered Nurse at the very beginning of the injury reporting process, where future costs of the injury can be minimized, while providing the highest level of service to the injured employee.*

*For more information:  
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A past trend was that each year, we would find 2% to 3% of medical facilities that would not remain viable options for our clients' medical referrals. In our system, we refer to them collectively as "inactive facilities".

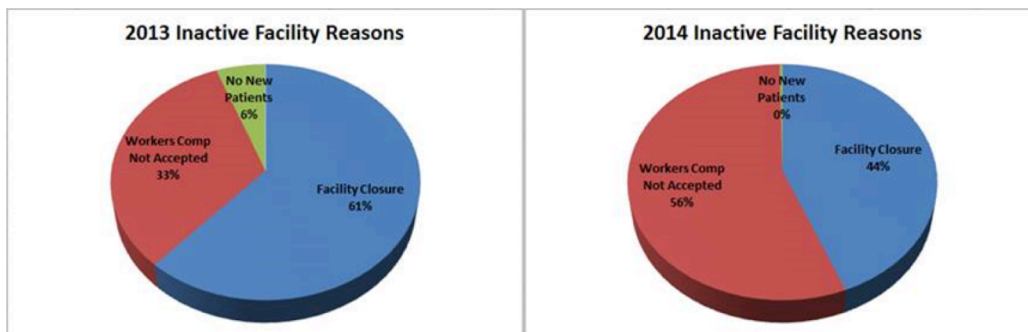
The reasons were as follows:

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|--|-----|
| - Facility closed for business             | 61% |
| - Workers' compensation no longer accepted | 33% |
| - No new patients being accepted           | 6%  |

Since January of 2014, we have seen an interesting and perhaps worrisome trend.

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|--|-------|
| - Facility closed for business             | 44%   |
| - Workers' compensation no longer accepted | 56%   |
| - No new patients being accepted           | Trace |

The worrisome trend in just the first 3 months of this year is that there has been a 33% increase over our historical trends in medical providers not accepting workers' compensation insurance.



Medical facilities are closing their doors at a slower rate, but are increasingly choosing not to accept workers' compensation insurance. Perhaps this is a result of healthcare reform; certainly more work needs to be done in order to understand the causation. However, the bottom line is that employers may have a harder time in coming years finding medical providers available to help their injured employees after a workplace injury.

### Events Company Nurse Will Be Attending

**CWC:** Sept 10-12 – Dana Point, CA

**CAJPA:** Sept 16-19 – Lake Tahoe

**STRIMA:** Sept 14-18 – St George, UT

### Company Nurse Injury Hotline

Company Nurse is a workers' compensation cost reduction company that uses registered nurses to provide triage and care advice for injured workers. Employers benefit by receiving immediate report of injury; initiating their role in the workers' compensation process and a 15%+ reduction in claims. Employees benefit by having immediate access to medical professionals.

[Click Here](#) for more information about Company Nurse



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*"COMING  
TOGETHER IS A  
BEGINNING;  
KEEPING  
TOGETHER IS  
PROGRESS;  
WORKING  
TOGETHER IS  
SUCCESS."*

- HENRY FORD