

The Happier the Workers' Compensation Claimant, the Better the Outcome

Litigation in workers' compensation can drop by 50 percent if workplace injury is managed right – starting with the "human effect" in nurse triage

By Paul Binsfeld, president of Company Nurse

Telephone triage is a clinical subspecialty practiced by licensed medical professionals that involves the safe, appropriate and timely evaluation of patient symptoms, and referring the patient to the right level of care with the right provider. While any licensed medical professional is technically qualified to offer such care, not all necessarily should if they do not possess what we like to call the "human effect."

What is the human effect? It is treating the patient as you would your close friend or loved one; really listening to the voice on the other end of the phone. Showing empathy and genuine caring. In a day and age when automated recordings are all too common, this could not be more important and impactful.

The first step in creating the best outcome for the injured employee is a personalized approach. In workers' compensation scenarios, this approach will lead to improved satisfaction for the injured employee, employer, claims adjuster, and insurer. Without it, a mishandled – and subsequently, disgruntled – injured worker leads to an unhappy employer, and the dissatisfaction continues to trickle upward from there. In some cases, unhappy injured employees will seek the assistance of an attorney to pursue their claim.

At Company Nurse, we have adapted our recruiting and training model since the genesis of pre-claim nurse triage in the 1990s, and have perfected a proven approach. This "secret sauce" – while simple in concept – requires much oversight. We have to ensure that the human effect is present all the way through our interaction with the injured employee; from the first point of contact when an Injury Care Coordinator (ICC) answers the phone, to the closing of the conversation with the triage nurse providing care advice and referral to an appropriate medical provider.

One indicator of our success in positive exchanges with injured employees is a lowered litigation rate for the employer. In one of our recent pilot programs, we saw a 25 percent reduction in litigated claims comparing the three previous years to the first three years of implementing Company Nurse. Pilot 2 has two years of "pre-Company Nurse" experience compared to 21 months post-Company Nurse implementation, and showed a 56 percent reduction in litigation.

The second step towards a positive outcome is all about the details. In addition to an exceptional "bedside manner," our ICCs and triage nurses must be able to tell a robust story in their reporting. Detailed notes allow claims adjusters to pull out the most important details or potential red flags, so they have their finger on the pulse of where the claim is heading. These notes with relevant medical details help clearly explain to the patient's supervisor or the risk manager why an employee may have been directed to the ER instead of urgent care, for example. Medical information acquired on the triage call also plays an important role in preparing the injured employee's primary care physician to determine the course of treatment.



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:
Company Nurse
companynurse.com
888.817.9282*



The goal of pre-claim nurse triage services is to refer the injured employee to the appropriate level of care or service in a safe and timely manner, in combination with providing self-care advice and instructions. This is also a proven risk mitigation tool. By employing these practices at the onset, injured employees receive better medical care, claims handling is more efficient, workers' compensation costs are decreased, and employees return to work sooner.

About Paul Binsfeld

Paul Binsfeld is the founder and president of Company Nurse, LLC, a firm that specializes in medical triage and injury management for workers' compensation. His career began as a workers' compensation consultant with mid-size employers helping to streamline claims processes and improve outcomes for injured workers. By working with many different types of employers, he identified a common need for early intervention in the workers' compensation claims and injury management process, and thus, Company Nurse was born in 1997. Binsfeld – a pioneer of the pre-claim nurse triage industry – has over 25 years of experience in workers' compensation and is one of the most influential leaders in the market.

Events Company Nurse Will Be Attending

AZ PRIMA – July 29-31 - Flagstaff AZ - stop by our booth #13

CAJPA – Sept 15-18 – Lake Tahoe

STRIMA – Sept 21-24 – Madison, WI – stop by our booth

CWC – Sept 30- Oct 2 – Dana Point, CA – stop by our booth

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 experienced and caring medical professionals.

Contact Us for More Information

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

Go to the "Contact" tab on our website if you would like us to contact you to talk about the benefits of triage for your organization.



Visit our
website



*"To give real service
you must add
something which
cannot be bought or
measured with
money, and that is
sincerity and
integrity."*

Douglas Adams -

British musician and author.