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Transforming the Work Injury Experience

NEWS | APRIL 2016





Company Nurse Settles into its New 11,000 Square-Foot Home

In March, the team relocated to a bigger space to accommodate new staff and future growth

Paul Binsfeld started Company Nurse, LLC nearly 19 years ago in a small office in the Scottsdale Airpark corporate village, next to a local bakery shop. Now – standing in the entryway of the new, 11,000 square-foot office space – he says he, “can still remember the smell of fresh baked bread that came wafting through the door in the morning, when we first started.”

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Employee Spotlight: Maria-Carolina Barrezueta

Maria-Carolina Barrezueta received her Bachelor’s degree in Economics from the University of Guayaquil in Ecuador and brings to the organization eight years of experience working for a multinational corporation. Barrezueta began her career with the company in 2005 as a trainee while she participated in an international student exchange program. Only one short year later, she officially joined Company Nurse as a full-time team member. In her role, she is in charge of managing the growth and data integrity for the medical facility national database. The database houses information for over 11,000 family practices, urgent cares facilities, occupational clinics and emergency rooms.

She provides expertise in developing clear, simple procedures that allow the company to be most effective and efficient with its vast client base. “I feel good knowing that I contribute to delivering quality service, where care for an injured employee can be extremely time-sensitive,” Barrezueta said.

An integral part of her drive to remain a part of the Company Nurse team the past decade – she says – has been the ability to grow and develop as a professional with the company. She notes that the brand’s clear vision, constant advancement and culture have aligned well with her personal desire to consistently grow



Artificial Systems' Impersonal Effects on Customer Service - Cue Toddler Tantrum

Customer service is going in the direction of automation, but in some instances - like workplace injury - human interaction is critical.

"We know how it feels when you are not treated like a priority," says this popular [Nationwide@ Insurance commercial](#).

The toddler throwing a cell phone makes his debut in a comedic commercial – but this is no laughing matter. Who out there doesn't get frustrated when sitting on hold for 20 minutes, or when phone-prompts do not lead to a real person in your time of need? In some instances, no technology can take the place of the human effect.

For the full article: [click here](#).



5 Facts Employers Need to Know for Work Injuries

and learn.

When asked what she enjoys most about her job, Barrezueta says, "Knowing our customers are well-taken care of is of personal importance to me and brings me great satisfaction. I truly enjoy what I do."



Where are we going?

Find us on the road participating in the following upcoming events!

- APR. 10-13: [RIMS'16](#) - San Diego, CA
- JUNE 5-7: [PRIMA National](#) - Atlanta, GA (Booth #204)
- JUNE 22-23: [NMAC Annual Conference](#) - Santa Fe, NM
- JULY 24-26: [AASCIF 2016](#) - Salt Lake City, UT
- JULY 27-29: [AZ PRIMA](#) - Flagstaff, AZ

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Pre-claim nurse triage is on the rise. What truths should employers know about nurse triage?

According to OSHA, before its founding 43 years ago, an estimated 14,000 workers were killed on the job every year. Today, workplaces are much safer and healthier, going from 38 fatal injuries per day to 12, but there is still much work to be done. Following the establishment of a safe work environment, employers' first line of defense in treating an injured worker is early intervention.

For the full article: [click here.](#)



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