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Transforming the Work Injury Experience

NEWS | JANUARY 2016



Trends Rapidly Changing the Workers' Compensation Industry

Preparing for Work Injuries in 2016

On average, four percent of the workforce experiences a non-fatal work injury each year. Considering the current number of employed workers in the U.S. is 144 million, the workers' compensation industry is a huge sector that often flies under the radar – until recent years. With the establishment of the Affordable Care Act, combined with medical advancements and the way consumers interact with evolving technology, the industry is taking a new shape. **For the full article:** [click here](#).



Employee Spotlight:
Dorothy Antic



Co-Branding or White Labeling Nurse Triage Services Delivers Added Value to Alliance Partners

Reduced Costs and Better Outcomes Necessitates 24-Hour Nurse Triage Hotline Services

In order to make workers' compensation telephonic nurse triage as easy as possible for the injured worker, much needs to be done behind the scenes by a triage provider. Major elements, including staffing a call center, creating medical protocols, intake and report distribution systems, and integrating these and other systems is a significant endeavor for anyone wishing to provide a triage service. The daunting details involved in establishing a triage program – which we have mastered over 18 years' experience – have provided Company Nurse the opportunity to partner with firms in other areas of workers' compensation, by offering a co-brand or "white label" triage service to their clients. **For the full article:** [click here](#).

Dorothy Antic is clinical director and hotline supervisor, with 35 years of experience in the medical field. She received her B.S. in Nursing at Indiana University and began her medical career in 1987 as assistant director of a medical-surgical department at Methodist Hospital in Merrillville, Indiana. She has more than 10 years of experience in clinical patient care in Arizona. With a strong interest and talent in the use of telephonic triage in her position at Cigna, Antic decided to continue her medical and insurance education and focus on it at Company Nurse, when she joined the company in 2010.

In her clinical supervisor role, she supervises patient assessment and advisement of medical care. She triages injured employees and works directly with clients, employers, risk management and HR staff to coordinate data collection and dissemination. "Every call is different," said Antic. "You must be able to talk less, listen more, and document both the problem and solution. A simple five-minute conversation can tremendously help another human being and also save time and cost for all." Her extensive experience as a bedside nurse has played a critical part in her success with not only conveying the "human effect" over the phone, but also creating a clear picture of what occurred and the outcome for all parties involved.

When asked what Antic likes most about working for Company Nurse, she noted the brand, "continues to evolve. We have a great executive team and support staff. Everyone works hard to achieve the same goal."



Blessing Bags: A Win-Win

Company Nurse Packaged and Distributed Blessing Bags During the 2015 Holiday Season

It's common in every city to pull up to a stoplight and see someone standing there with a sign, asking for help. When you stop and think about it, most of us could end up in that scenario more easily and quickly than we'd like to admit. When this happens, do you ask yourself, "How can I help?" or do you hope the light turns green soon? **For the full article:** [click here](#).



Where are we going?

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

- FEB. 23-26: [PARMA 2016 Annual Conference](#) - Indian Wells, CA
- MARCH 6-8: [CICA 2016 International Conference](#) - Scottsdale, AZ
- MARCH 6-9: [AGRIP 2016 Governance & Leadership Conference](#) - Nashville, TN

Arkansas Workers' Compensation Commission Honors AMSIT



The Arkansas McDonald's Self-Insurance Trust Recognized for Outstanding Performance

The Arkansas McDonald's Self-Insurance Trust (AMSIT) was honored with the Arkansas Workers' Compensation Commission's Outstanding Performance Award at a ceremony this past October in Little Rock. **For the full article:** [click here](#).



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Company Nurse, LLC | 8360 E. Via De Ventura Blvd | Suite L-200 | Scottsdale, Arizona 85258 United States (888) 817-9282