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*Transforming the Work Injury Experience*

**NEWS | JULY 2016**



**Employee Spotlight:**  
Rhonda & Dave Kauffroath

Some might call them The Dream Team, as husband and wife Hotline Nurses, Rhonda and Dave, say they love working together and couldn't ask for better partners at work. The

## Nurses are the Heart of Healthcare

At Company Nurse, we honor the big job our nurses face every day. When you hear the word “nurse,” you likely imagine a nurse bedside at a hospital. Our nurses, while they have at least 10 years experience with hospital and clinical bedside nursing, play a very different role at Company Nurse - one that requires great listening skills and strong intuition. Company Nurse’s RNs offer 24/7 pre-claim telephonic nurse triage. Their active listening and therapeutic communication at the onset of an injury have literally saved lives.

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

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## Top 6 Tips for Keeping Clients for Decades:

### *How an Apology Tour Saved My Business*

From a startup – for which I was once the sole employee – to now operating nationwide serving high profile clients to state and local municipalities, the road has not been easy.

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



pair met at Denver Health – the call center for Company Nurse when the brand was in its infancy – where they both served as nurses for many years. In fact, Rhonda hired Dave as a Triage Nurse in the call center and taught him all the ins-and-outs of Company Nurse. It didn’t take long for Dave to move up in the ranks to working side-by-side as supervisors with Rhonda, and for the two to discover they wanted to work together forever. It was from this fantastic working relationship that a romance blossomed and before they knew it, Dave and Rhonda were married.

Dave retired from Denver Health in 2011 and officially joined Company Nurse at that time. “Paul Binsfeld has always been a great leader, and has always been honest and friendly,” says Dave. “I was drawn to that.” Rhonda followed suit when she joined Company Nurse in January 2013 – just one month after retiring from Denver Health – knowing she, too, wanted to continue working with a company she knew and trusted.

The Kauffroaths bring a combined 60 years of nursing experience to the table. As for their favorite things about their job, both cite the diversity of calls they experience, and the opportunity to be the calm voice on the end of the phone for callers, by helping them get the appropriate level of care as quickly as possible. Rhonda and Dave look forward to going to work every day, noting that the friendly, encouraging staff and company culture in which everyone feels valued and like a family member, cannot be matched. Not to mention – even on the tougher days –they always have one another to turn to, only four feet away. “I consider us to be like a great pair of shoes,” says Rhonda. “He’s the right and I’m the left. We bounce ideas and questions off of each other and keep each other motivated. There’s never a dull moment.”



# How Work Injury Triage Calls Benefit from a Smile

*Injury Care Coordinators are the first line of defense in the workers' compensation process. So, how do they best help employees on their road to recovery?*

It all starts with a smile. When a call comes in at Company Nurse, an Injury Care Coordinator (ICC) is there to receive it with a calm, warm tone of voice and a smile on their face.

Being the first point of contact for an injured worker is a role that requires exceptional bedside manner, that can only be conveyed by voice – a skill that Injury Care Coordinator, Robin Bird, and Injury Care Coordinator Co-Lead, Christine Larson, say is essential to the job they do each day.

There is no predicting what kind of calls are going to come, or when.

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



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## Where are we going?

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

- July 24-27: [AASCIF 2016](#) - Salt Lake City, UT
- July 27-29: [Arizona PRIMA Conference](#) - Flagstaff, AZ (look for our booth!)
- Sept. 13-16: [CAJPA 2016 Conference](#) - South Lake Tahoe, CA (visit us at booth #107!)
- Sept. 18-22: [2016 STRIMA Conference](#) - Reno, NV (look for our booth!)
- Oct. 2-5: [AGRIP Fall Educational Forum](#) - Denver, CO
- Oct. 2-5: [Energi 2016 Risk Management Summit](#) - Las Vegas, NV
- Oct. 4-7: [CWC & Risk Conference](#) - Dana Point, CA

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