

Injury Care Direct



A Division of Insured Solutions

What is Injury Care Direct?

The Injury Care Direct program provides a licensed registered nurse, 24 hours per day/7 days per week to provide pro-active medical advice and intervention to injured and ill employees at the time of the incident. The nurse's role is to provide immediate medical advice, direct initial medical care, obtain critical claims information pertaining to the injury-accident, establish rapport with an injured employee as well as promote well-being between the injured employee, employer and claims administrator; and immediately report all information gathered to the stakeholders.

Proven Success!

- **Proven to reduce reportable claims**
- **Improves injury reporting lag time**
- **Reduction in excess insurance costs**
- **Increased preferred provider network penetration**
- **Increased employee morale and satisfaction with their employer**

Injury Care Direct (cont'd)



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How Does the Program Work?

An employee sustains a work related injury or illness, and immediately calls the toll-free number provided. Information will be provided to clients via workplace posters and wallet cards (business card size).

The advice nurse guides the employee through the appropriate level of care:

- **Self-Care/First Aid**
- **Direct referral to a network provider**
- **Referral to Private Physician**

If a Direct Referral to a Network/MPN Provider is necessary, the advice nurse will notify the physician/clinic of the employees pending arrival, as well as fax over any information/transitional work packet, if applicable.

A detailed report of the call, and all applicable information, is sent post completion of the call to all identified stakeholders (i.e., Insured Solutions, Risk Manager, HR Manager, Claims Contact, RTW Coordinator).