



24/7 Nurse Triage

With our 24/7 nurse triage service, we intervene within moments of a worker’s injury so they get the right care—fast. In just one encounter, we can seamlessly take them from triage to the most appropriate setting for care. In many cases the injury can be effectively addressed with self-care. When medical treatment is necessary, we can direct treatment within a work-site specific preferred provider panel.* Customers often choose to include telemedicine as a triage option. Our nurse can coordinate a physician telemedicine visit, if needed, all without the employee leaving the worksite.

Traditional Nurse Triage

Our nurses speak by phone with the employee to assess the injury and provide skilled recommendations for medical treatment. If treatment is required, the nurse contacts the provider or facility to notify that the injured worker will need an evaluation. The nurse will also send the provider a physician’s report and work restriction forms for them to complete. They also make sure all parties are informed in real-time, offering comprehensive reports immediately after triage. When self-care is recommended, a nurse follows up phone with the employee within 24-48 hours of triage.

Nurse Triage with Telemedicine

When our nurses determine an injury could benefit from immediate attention from a health care provider, they’re able to seamlessly connect the worker to a telemedicine provider to assess and treat the injury quickly.

Benefits of 24/7 Nurse Triage

- ▶ Immediate response time allows the injured worker to remain at work or more quickly return to work from time of injury.
- ▶ Registered Nurses answer the call and obtain facts of the injury and assess the need for medical treatment.
- ▶ Injured worker is channeled to appropriate care setting if medical treatment is required.
- ▶ If medical treatment is required, communication of injury details and return to work form transmitted to provider.
- ▶ Immediate impact on OSHA Recordable injuries.

For Additional Information

Contact Chad Caldwell, Paradigm Regional Sales Executive
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*Where permissible under state law

We keep minor injuries from becoming major claims.



of calls remained non-OSHA recordable



of injured workers that required medical attention remained on the job without lost time



of calls requiring medical treatment were directed to a preferred provider



of calls result in home care / self-care

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