Triage, Telepresence, and Telemedicine

Overview

Telepresence - Telepresence refers to a set of technologies which allow a person to feel as if they were present, to give the appearance of being present.

Telehealth - Telehealth is a broader term defining the use of digital information and communication technologies, such as computers and mobile devices, to access health care services, health care information, and remotely manage health care.

Telemedicine - Remote Diagnosis and Treatment of Patients by means of telecommunications technologies.
Traditional Nurse Triage

Our nurses speak on the phone with the employee to assess the injury and provide medical treatment. The goal of nurse triage is to provide each individual with an assessment of potential injury, treatment guidelines, appropriate medical referrals, and immediate return to work status.

Nurse Triage with Telemedicine

Using a secure and HIPAA-compliant telemedicine platform, our nurses can remotely assess injuries and triage an employee to the most appropriate location with the requisite degree of urgency.

Nurse Triage with Telemedicine

Whether through video conferencing, phone call, or physical transportation, nurse triage is able to determine the severity of an injury and provide immediate treatment at the time and place that's most convenient for the employee.

Nurse Triage with Telemedicine

Using a secure and HIPAA-compliant technology platform, our nurses can conduct virtual video assessments of a worker's injury to enhance effective communication, promote greater engagement, and assist in clinical decision making throughout our triage assessment.

Right care, right time, right place

Primary Focus of 24/7 Nurse Triage

At the right time

At the right place

Focus

Call Volume

Associated Benefits and Risk Consulting

1,649

2019 YTD Triage Calls
**Triage By The Numbers**
Associated Benefits and Risk Consulting

- Self Care Ratio
  - 66%
- PPO Network Utilization
  - 62%

**4:1**
Average ROI on Triage Files

**82%**
Self Care Ratio

**68%**
of employees following triage nurse recommendations

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**24/7 Nurse Triage Outcomes**
By Treatment vs Treatment Prior to Calling Care Line - Directed to PPO

- No Treatment Prior to Calling 24/7 Triage Line
  - 17.9% Directed to PPO
  - 82.1% No Treatment

- Treatment Prior to Calling 24/7 Triage Line
  - 41.3% Directed to PPO
  - 58.7% Treatment

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**24/7 Nurse Triage Outcomes**
By Treatment vs Treatment Prior to Calling Care Line - OSHA Recordable

- No Treatment Prior to Calling 24/7 Triage Line
  - 81.8% Directed to PPO
  - 18.2% No Treatment

- Treatment Prior to Calling 24/7 Triage Line
  - 31.3% Directed to PPO
  - 68.7% Treatment

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Benefits of Telepresence Triage

- Rapid relationship/trust building
- Visualization of employee caller behavior/mannerisms as well as injury severity
- Telepresence enables supervisors to triage faster, eliminating wasted calls
- Effective communication occurs both verbally and non-verbally
- Debrief on plan and collaborate on return to work
- Seamless, single point of entry to telemedicine visit without disruption to employee caller
- In some cases, telepresence triage can substitute for an employer's need for an on-site occupational health nurse
Benefits of Telemedicine

~70% of work comp cases can be resolved without a physical visit to the ER or urgent care

- Reduce workers’ compensation medical costs
- Avoid unnecessary ER and Urgent Care visits
- Improve employee productivity
- No delay to speak with a medical professional
- Potential for on-site diagnosis and treatment
- Return-to-work Demonstrates employer investment in employee health and well-being, leading to increased employee investment and a sense of value to the organization

Primary focus of any telemedicine program is the care and treatment of the worker in a convenient setting with access to appropriate resources.

Advocacy & Access

Advocacy is a growing discipline in workers’ compensation. Focuses on the experience of the injured worker in the process, making them part of the equation early in the injury management process.

Telemedicine programs, included triage and other telehealth initiatives, provide employees immediate access to medical advice and intervention and ongoing face-to-face interaction with a care team at regular intervals. Reduces travel/wait time and related stressors for the patient.

Cost Control and Resource Discipline

Cost of office visit can be twice that of telemedicine visit.

Cost of ER visit is up to 20x that of telemedicine visit.

Significant number of ER visits could be preventable by access to other, less expensive sources of care.

Reduces admission and readmission rates, length of stay, and recurrent ER visits in patients with complex or chronic medical conditions.

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Common Workplace Injuries Treated

Most work-related injuries can be assessed by the Akos telemedicine protocol, with a wide variety of workplace injuries managed right at the worksite.

- Back pain
- Contusions
- Sprains & strains
- Abrasions
- Carpal tunnel
- Chemical exposure
- Ligament injuries
- Burns & rashes
- Repetitive use injuries

Telemedicine Solution

Telehealth Offers Optimal Solution

- Access via smartphone or tablet
- No appointments, commute or waiting rooms
- RNs and MDs on call 24/7/365

Industry Leading Platform

- Innovative user interface
- Secure and encrypted platform
- Calls recorded and securely stored
- Nurse completes triage questions for appropriate care
- Documentation completed timely

3 Ways to Connect

- Video
- Smartphones/Tablets
- Via App
- Desktop
- Via AkosConnect

Telepresence Platform

- Patient schedules appointment, calls in or presents
- Email/Text confirmation sent with link to chat to RN
- Injured Worker enters waiting room via secure link
- Nurse receives alert that patient has arrived
- Patient receives notice video will be recorded
- Nurse completes triage questions
- Patient receives RTW and Care Instructions