

## GENEX 24/7 Nurse Triage Hotline

*The earliest, most critical point at which to influence medical care, claims costs, return-to-work outcomes, and employee satisfaction.*

**15–20%**  
Reduction of  
reported claims

**25–30%**  
Claims cost  
savings

**24/7**  
Communication  
hub for all  
incidents

Reduce  
lost time up to  
**50%**

Not every worker's injury warrants a trip to the ER, but without medical expertise, it's natural for supervisors to err on the side of caution. GENEX's 24/7 Nurse Triage Hotline provides medical expertise at the point of injury, so injured employees are channeled to the most appropriate and cost-effective level of care.

### **Reduce Workers' Compensation Costs Up to 30%**

Our approach positions a registered nurse at the very beginning of the injury-reporting process, where future costs of the injury can be minimized, while providing the highest level of service to the injured employee. A referral to an urgent care center versus an emergency room can save wait time for the injured worker and money for the employer.

### **Instantaneous Detailed Injury Report**

The 24/7 Nurse Triage Hotline's recorded calls ensure thorough, accurate reporting. The work injury reports are sent to key players, such as the employer, supervisors, claims professionals, human resources, and RTW coordinators, within minutes of a completed call. This allows for them to initiate their respective roles in the workers' compensation process.

### **Quicker Return-to-Work**

With fast, thorough reporting and appropriate medical care, employers stand ready to respond on the day of injury and are able to match modified duty assignments to employee work restrictions. As a result, many employees are able to return to work immediately, reducing lost time by as much as 50%.

**For more information on GENEX's 24/7 Nurse Triage Hotline,  
please call 1.888.GO.GENEX.**