



CASE STUDIES

Genex ClinicalCare24

**Demonstrated
Results**

We Hear Countless Success Stories Every Day, So We Thought We'd Share

When an on-the-job injury occurs, the initial response can be critical in aiding an employee in making the right decisions about what type of care they need. Employees need to trust that their employer will support them with the resources needed to make the best choices. Genex ClinicalCare24 arms the employee and the employer with a resource that can assess the situation and help determine the appropriate course of action. Whether it be self-care or an urgent care, having a Registered Nurse (RN) who is armed with clinical knowledge specific to workplace injuries available 24 hours a day, seven days a week to assist with triage can make all the difference when something unexpected occurs.



Read on to learn about how ClinicalCare24 has benefited our clients.

ClinicalCare24 Employee Ratings



Caller Satisfaction



Impacted Their Decision



Exceeded Expectations

National Electronics Distribution Center

A leading provider of technology products, services and solutions with multiple distribution locations across the country wanted to reduce their OSHA recordable injuries, overall claim volume, and implement a safer work environment. Without a knowledgeable clinical resource onsite to assist with injury triage, the employer's level of injury and illness appeared higher due to unnecessarily escalated work-related injuries. With ClinicalCare24 the employer was able to make a nurse available by phone for all their distribution centers.

Six Months Post-Implementation

↓ **37%**
Recordable OSHA Findings

↓ **18%**
Claim Volume

40%
Employees Chose Self Care



National Restaurant Chain

In 2009 a national restaurant chain with a desire to reduce their workers' compensation claim exposure contacted our company. The restaurant implemented Genex's ClinicalCare24 program to assist injured employees with making informed decisions in choosing the right level of care for their specific injury.

Average Cost Per Claim

↓ **35%**

Pre-Implementation

\$1,728

Post-Implementation

\$1,117

Self Care

30%

Employees Chose Self Care

Self Care Annual Savings

\$89,360



Mid-Atlantic Energy Company

One of the leading energy companies in the Mid-Atlantic region was looking to reduce their employees' medical-only and lost-time claims. They were seeking a solution that could get that number down. In 2009 they implemented ClinicalCare24 across five states to give their employees access to a nurse who could address their personal situation whether they were in the field or working in the plant.

Claims

Six Months Post-Implementation



Cost

Six Months Post-Implementation



National HR Outsourcing Firm

Through the use of ClinicalCare24, a national HR outsourcing firm has been effective at keeping employees at work when medical attention is not necessary. When employees feel that self-care is sufficient they don't miss work time, they report higher levels of satisfaction, and productivity stays intact.

In addition to employee satisfaction and productivity gains, when medical services are not needed savings occur. These savings directly translate into administrative savings for our clients and keep their administrative expense at the lowest point possible.

Cost Per Claim

↓ **35%**

Medical Only

Saved

\$1.2M

Overall

\$1509

Per Incident

ROI

19:1



ClinicalCare24 Is Right for Any Type of Business

Whatever type of business you operate, ClinicalCare24 can assess your employees' injuries and help them receive appropriate treatment at the right time in the right setting so they can return to work faster. ClinicalCare24 nurses are available via a toll-free telephone number 24 hours a day, 365 days a year. Assistance is also available for non-English speaking callers through access to bilingual RNs and interpreters via a language line. Nurses have 10-15 years of clinical experience, and each has a minimum of three years of recent experience in an acute care setting.



Enlyte is Mitchell, Genex and Coventry, a family of businesses with one shared vision. We bring together the best of the P&C industry in a single, powerful organization connected by one overarching goal: transforming your performance now, so you can chart a course **to a better future.**

Learn more about Enlyte.

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