

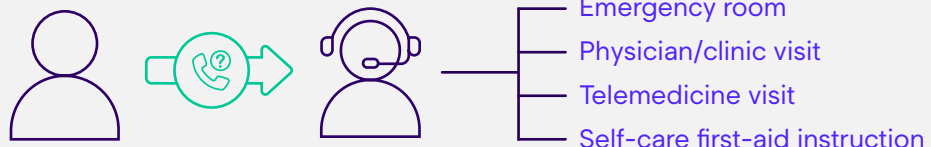


# Genex ClinicalCare24™

## At a vulnerable time, injured employees need to be able to trust that their employer is doing right by them.

That means extending trust to others, including the treating providers and insurance company or third-party administrator. If that trust doesn't exist at the outset, the injured employee can easily veer off course. One way that employers can earn trust at the time of injury is to give employees ready access to a source of credible information—a nurse. Nurses are the ideal professionals to establish a roadmap for success when an injury occurs.

### Making Informed Decisions



Genex ClinicalCare24 provides injured employees with round-the-clock access to a registered nurse for immediate assessment of their injury and recommendation for the most appropriate level of care. Genex ClinicalCare24 nurses are experts in:

- Triaging work-related injuries or illness
- The nuances of both workers' compensation and OSHA guidelines
- Understanding that medical treatment makes a work-related injury or illness OSHA recordable, while first-aid treatment does not

Clients who have implemented ClinicalCare24 have experienced up to 40% fewer OSHA recordable claims—as well as reduction in both med-only and lost-time claims, when comparing pre- and post-program results.

## ClinicalCare24 Features

- › Staffed 24/7/365 with Registered Nurses
- › Spanish speaking nurses on staff with access to language line for all other languages for 100% bilingual coverage
- › Nationally recognized triage guidelines
- › Seamless integration with first notice of injury vendors, claims management, and managed care services
- › Channeling to preferred providers
- › Medical and pharmacy ID card coordination
- › Tetanus vaccine coordination available as an enhanced service
- › Telephonic or text messaging follow-up on self-care
- › Comprehensive point of injury reports transmitted within 20 minutes of call documentation completion
- › Monthly trending and outcomes reports
- › Expertise coordinating health care blood borne pathogen exposure

### Demonstrated Results

In just 6 months one client saw:



Reductions  
in medical  
only claims



Lower  
average cost  
per claim



Reductions  
in indemnity  
claims

### Satisfaction Survey Results

**98%** caller satisfaction rate

**98%** service exceeded expectations

**97%** did contacting nurse triage  
impact your final decision?



**66%**  
of emergency room visits  
are non-emergency



**\$14 billion**  
The annual total cost of  
unnecessary emergency  
room ER visits



**Nearly half  
of callers opt  
for self-care**