



**CarivaCare™**

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**24/7 Nurse Triage &  
Injury Reporting  
Services**

 **HEFFERNAN**  
INSURANCE BROKERS

*Because You're Different*

# 24/7 Nurse Triage & Workplace Injury Reporting + Mobile First Aid Support Services

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- Why choose **CarivaCare**
  - Cost effective
  - Video doc/telehealth options available
  - Native Spanish speaking staff
  - Calls answered by our staff promptly 😊
  - Claims submittal via email
  - Producer support with client presentations, meetings, calls etc. on the CarivaCare product.



For more than 25 years, Schmitt-Thompson's rigorously reviewed nurse triage content has set the standard for telephone triage care.



### After Hours

*Used by 95% of after-hours and managed-care call centers in North America*

Covers 99+% of all symptom calls

363 adult topics

333 pediatric topics

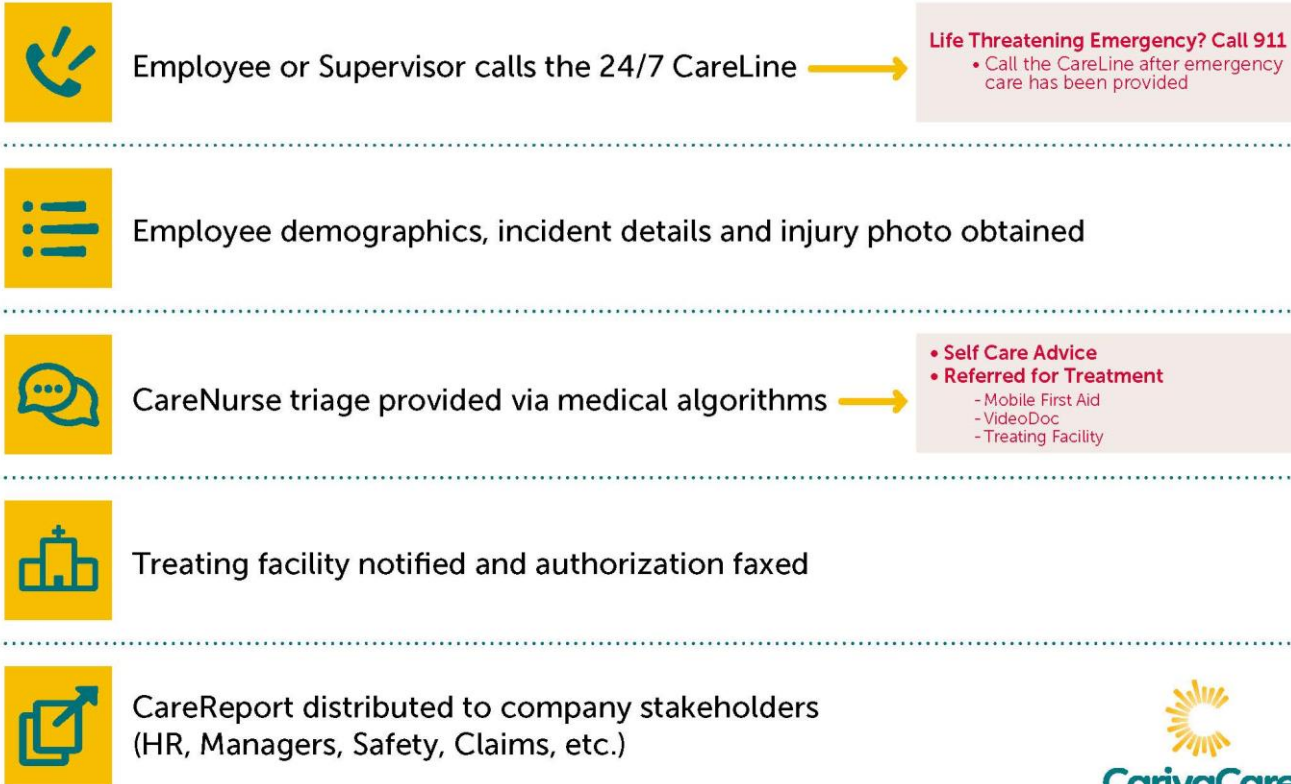
Designed to support after-hours and 24/7 call centers

# Triage Protocols and Disposition Determination

- Nurse triage's employees' symptoms over the phone to determine if treatment is needed
- Uses nationally recognized medical decision tree –reduces client's liability/legal exposure
  - Self Care Advice
  - VideoDoc Visit (*Optional*)
  - Seek Treatment at Clinic
  - Seek Treatment at ED

# 24/7 Nurse Triage & Workplace Injury Reporting + Mobile First Aid Support Services

## CarivaCare™ Program Workflow / How Does It Work?



## 24/7 Nurse Triage & Workplace Injury Reporting + Mobile First Aid Support Services

Incorporating Mobile First Aid Services can significantly reduce your Workers' Compensation claims, while providing a valuable service to your employees. Through our vetted program partners, non-critical injuries can be handled at the work site.

- Employees no longer need to leave work, nor do they need to wait at a clinic for long periods of time.
- CarivaCare Triage Nurses will obtain a complete report of the incident and assess and triage the employee's injury.
- The first line of defense is to provide Self Care Advice to an employee. If treatment is needed, and if the injury is appropriate for Mobile First Aid Support, our team can dispatch a Technician to the employee's work site.



# 24/7 Nurse Triage & Workplace Injury Reporting + Mobile First Aid Support Services

## Service Features and Benefits

- Once a technician is dispatched, clients will continue to receive the CareReport distributed as normal.
- Upon completion of the technician's evaluation with the employee, should further treatment at a facility be required, the technician will notify CarivaCare staff so that the Workers' Compensation process can be followed as normal.
- Within 24-48 hours of the technicians visit, clients will also receive a First Aid Report with details of the visit.
- On-Site drug testing can be provided.
- Tetanus shots can be administered.
- All services provided by Mobile First Aid Support do not result in an open Workers' Compensation claim.

# 24/7 Nurse Triage & Workplace Injury Reporting + Mobile First Aid Support Services

## Non-Critical Injuries

- \* Abrasions
- \* Lacerations
- \* Punctures
- \* Hematomas
- \* Avulsions
- \* Burns
- \* Foreign Body
- \* Eye Irrigation
- \* Neck or Back Pain
- \* Muscle Pain
- \* Sprains and/or Strains
- \* Extremity Pain (hands, shoulders, knees, ankles)
- \* Heat Illness
- \* Minor Burns
- \* Insect Bites
- \* Chemical Exposure
- \* Unknown Illnesses
- \* Slips, Trips, or Falls



Mobile First Aid coverage areas May 4, 2022

### California

Santa Rosa – Marin – Sacramento/Solano  
Oakland/Bay Area – San Francisco – San Jose  
San Luis Obispo – Santa Barbara  
Modesto/Stockton – Fresno – Bakersfield  
Los Angeles – Riverside – San Bernardino  
Orange County – San Diego

### Arizona

Phoenix – Prescott – Scottsdale  
Tucson – Yuma

### Nevada

Greater Las Vegas  
Reno – Tahoe

### Washington

Greater Seattle

### Oregon

Portland – Eugene

### Florida

Central and South

### Mid-Atlantic

Washington D.C. — Maryland — Virginia

### Florida

Central and South

### Colorado

Greater Denver Area

### North Carolina

Greater Raleigh

### Missouri

Greater St. Louis  
Kansas City

### Illinois

Greater Springfield Area

# VideoDoc Service

- CarivaCare Triage Nurses will obtain a complete report of the incident; assess and triage the employee's injury.
- If the injury is appropriate for Telemed, our team will send Concentra a treatment authorization. Concentra sends the employee an email & text that includes confirmation of the scheduled visitation and a link to engage at the time of visit.
- Employee will be evaluated, diagnosed and treated by a Telemed clinician. If a follow-up is required, Concentra will schedule, provide a status report and any restrictions.

## What injuries are appropriate for VideoDoc services?

- ✓ Minor neck and back strains/sprains
- ✓ Bruises/contusions
- ✓ Minor burns
- ✓ Abrasions/scrapes
- ✓ Contact Rashes/dermatitis
- ✓ Tendonitis/repetitive-use injuries
- ✓ Bloodborne pathogen exposures



VideoDoc provides 24/7 access, in all states except Arkansas, Idaho, Montana, Nevada, New York, North Dakota, South Dakota, and Wyoming.

*Employees will need their ID, a quiet space and smartphone or tablet with a camera.*





**CARELINE INCIDENT REPORT**  
**CONFIDENTIAL**

**IMPORTANT:** The PHI (Protected Health Information) contained in this fax is **HIGHLY CONFIDENTIAL**. If you are not the intended recipient of this encounter report, or if this report has been addressed to you in error, please immediately alert Encompass by telephone at 1-800-274-1102 and then destroy all pages of this fax. If you are not the intended recipient, you are hereby notified that any disclosure, dissemination, distribution or copying of this information is strictly prohibited and may be subject to legal action.

<b>Client:</b>	XXXXXX	<b>Call ID:</b>	20181001xxx
<b>Call Completed Date/Time:</b>	10/1/18 10:00 PM	<b>Call Start Time:</b>	10:00 PM
<b>Patient Name:</b>	XXXXXXXXXXXX	<b>Nurse:</b>	DT
<b>DOB:</b>	XX/XX/XXXX	<b>Caller:</b>	Self
<b>Age:</b>	XXXXXXXXXX		
<b>Gender:</b>	Male	<b>Caller Phone:</b>	XXX-XXX-XXXX

**Is this a Work-Related or Personal-Disability Incident?** Work-Related

**EMPLOYEE/JOB INFORMATION**

**Is this a Work-Related or Personal-Disability Incident?** Work-Related

**Are you a Contractor or Volunteer? (If yes, refer to.....)** No

**Employee Home Address:** 123 Main Street, Anytown, CA 55555

**Employee Alternate Phone Number:** N/A

**Employee ID Number:** 21303

**Job Title:** Laborer

**Date of Hire:** 10/2013

**Supervisor Name:** Barney Rubble

**Supervisor Phone Number:** 555-555-5555

**Current Work Status:** Full-Time

**INJURY/INCIDENT INFORMATION**

**Incident Details:** The employee states that he was getting in an all-terrain cart (used for going out in the woods). He struck his elbow on a handle in the cart while getting into the cart (said he struck it twice). He states that the elbow became swollen and painful. He says that he has continued to hit it a few times since then (today on some re-bar) and continues to have pain.

**Body Part(s) Affected:** Right elbow

**What activity was employee doing at the time of injury?** Getting into an all-terrain vehicle

**Previous Injuries to this Body Part?** Denies

**Incident Date:** 09/17/18 (states "around 2 weeks ago")

**Incident Time:** 12:00 PM

**Shift Hours on Date of Incident:** 6:00AM – 5:30PM

**Location of Where Incident Occurred:** XXXXXXXXX

**Last Day Worked:** 10/1/18

**Were there any Witness(es) to the Incident?** No

**If Yes, list names:**

**If a company vehicle was involved, what is the vehicle number?** Company vehicle involved-no vehicle number.

**What Safety and/or Personal Protective Equipment was being worn at the time of the incident?** None



# CareReport Customization

All Questions Can Be Customized To Fit An Employer's Specific Needs



# Program Overview



Available  
24/7/365



Reporting allows for  
tracking of safety  
concerns



Call times average  
14 minutes



Provides a reasonable and  
neutral avenue for  
employees to report a  
workplace injury.



All calls are recorded and  
kept for a minimum of 2  
years. Transcripts available



Greater satisfaction  
experience by the injured  
employee promoting  
improved workplace morale.

# CarivaCare™ Highlights



Bilingual Staff-Native Spanish  
Speaking



Self Care Advice sent via text and/or  
email to the injured employee



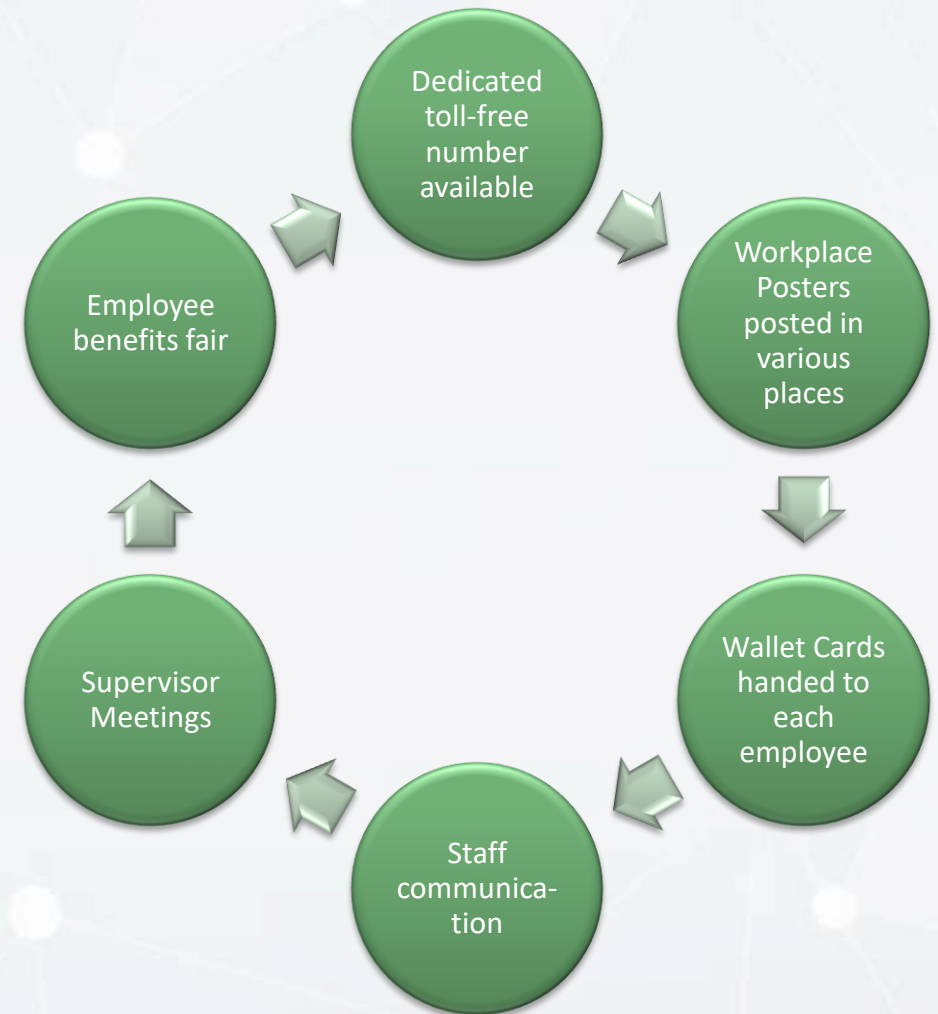
Treating Facility Info sent via text  
and/or email to the injured  
employee



Photos of injury obtained  
when available

# Effective program rollout is the key to success

We are able to attend supervising trainings,  
employee benefits fairs, safety exhibits





# INJURED at WORK?

**1 FIRST STEP**  
Call the **CareLine 24/7** to report your injury and obtain treatment advice

 Call the Toll Free number **1-877-247-7710**

**2 SECOND STEP**  
Contact Your Supervisor

**3 THIRD STEP**  
Complete all Necessary Forms

Download **CarivaCare Connect**

 [www.carivacare.com](http://www.carivacare.com)

**IF YOU HAVE SUSTAINED A LIFE THREATENING INJURY OR ILLNESS, CALL 911 IMMEDIATELY.**



# INJURED at WORK?

Call the **Careline™ 24/7** to report your injury and obtain treatment

**1.877.247.7710**

If you have sustained a life threatening injury or illness

## Name Your Pain™

MILD			MODERATE			SEVERE				
0	1	2	3	4	5	6	7	8	9	10
										
<b>LIFE IS SWELL</b> +2000 Pain +Function Fully	<b>LIFE IS GOOD</b> +1000 Pain +Function Most	<b>LIFE IS OK</b> +500 Pain +Function Fair	<b>LIFE IS TOUGH</b> +1000 Pain More +Function Fair	<b>LIFE IS ROUGH</b> +1500 Pain +Function Fair	<b>LIFE IS PAIN</b> +2000 Pain +Function Fair	<b>LIFE IS SWELL</b> +2000 Pain +Function Fair	<b>LIFE IS GOOD</b> +1000 Pain +Function Most	<b>LIFE IS OK</b> +500 Pain +Function Fair	<b>LIFE IS TOUGH</b> +1000 Pain More +Function Fair	<b>LIFE IS ROUGH</b> +1500 Pain +Function Fair
<b>HURTS LIKE</b> Stuffy Nose	<b>HURTS LIKE</b> Muscle Ache	<b>HURTS LIKE</b> Ice Sting	<b>HURTS LIKE</b> Wash Sting	<b>HURTS LIKE</b> Bubbles/Hot Sting	<b>HURTS LIKE</b> Guitar Sting	<b>HURTS LIKE</b> Stuffy Nose	<b>HURTS LIKE</b> Muscle Ache	<b>HURTS LIKE</b> Ice Sting	<b>HURTS LIKE</b> Wash Sting	<b>HURTS LIKE</b> Bubbles/Hot Sting

Posters & Wallet Cards Provided

# Call Logs and ROI Reports Available

## CarivaCare 24/7 Injury Reporting & Nurse Triage Program PROGRAM ANALYSIS

Incident	Date of Call	Reporting Lag Time	Incident	Call ID	Call Start	Call End	MOI
	10/5/2017	0	The employee states that she was driving back to the office from a work trip. She was at a stop light when she was rear-ended. The employee reports neck pain and stiffness; she also has some mild back pain.				Motor Veh Additional Involvement
	11/1/2017	0	Employee reports a pallet was not completely on the ground and it suddenly fell on her left foot.				Struck By
	2/27/2018	20	The employee states that she was on her way to her first site visit. She was in the left lane driving straight; another vehicle made a wide turn and struck her vehicle on the passenger's side fender and door. She states that she has discomfort and tension in her upper back and neck. She went to her chiropractor the next week and has been going twice/ week.				Motor Veh Additional Involvement
	7/16/2018	0	Employee was walking to visit a resident when "a bunch of" bees attacked her. She was stung several times on the left hand, left arm, and left leg. She is swollen and itchy. Employee is a RN and will self treat and keep an eye on symptoms; will call back if needed.				Bite/Sting
	7/17/2018	n/a	The employee called back. She states that her hand looks infected (cellulitis) and possibly her leg too. She would like to seek treatment. Referred to Occ Med				n/a
	7/27/2018	0	The employee states that she went to sit down on a chair in their computer room. She was assisting a client with some computer work. The chair was on an angle; she slipped off the chair and landed on the floor on her buttocks. She said that two bolts in the back of the chair are missing. As she was falling, she tried to brace herself with her right hand and jarred her right shoulder.				Slip/Fall/T
	8/14/2018	1	The employee states that she was at an offsite meeting. She was sitting on living room type furniture on a low chair. She used her arms to push herself out of the chair to stand up and somehow did something to her upper back. She is 6' tall and the chair was low. She felt a bit of pain at the time, but it got much worse as she got in her car to drive home (about 10 minutes later). She said her pain level was 9/10 while she was driving to the point that she was in tears. Her pain level decreased once she was out of traffic. Today, her pain level is 4-5/10.				Strain/Oth



### Program Summary Report

January-December 2019

Group: Sample Client

Total Calls		Reporting Lag Time-New Incidents	
New Incident Calls	293 80%	Same Day	184 63%
Call Backs-Converted to Treatment	14 4%	Within 24 Hours	50 17%
Other Call Types	59 16%	2-30 Days	57 19%
		31-365 Days	2 1%
		>365 Days	0 0%
<b>Average Call Time</b>	19 Minutes		
Disposition Analysis-New Incidents		Facility Analysis-New Incidents	
Converted to Treatment	14 5%	ED	66 28%
No Treatment	59 20%	Non ED	168 72%
Referred-ED	37 11.5%	Mobile FA	0 0%
Referred-Non ED	98 33%	TeleMed	0 0%
Referred-Mobile FA	0 0%		
Referred-TeleMed	0 0%		
Treatment Previously Sought-ED	28 10%		
Treatment Previously Sought-Non ED	28 10%		
Treatment Requested-ED	1 0.5%		
Treatment Requested-Non ED	28 10%		

#### Return on Investment

No Treatment Calls = 59  
 Conservative Avg Cost per Claim = \$4,000.00  
 Potential ROI Savings = \$236,000.00

Number of Calls = 7  
 Number of Incidents = 6  
 Treatment Sought = 2

% Treatment Sought = 33%  
 % No Treatment Sought = 67%



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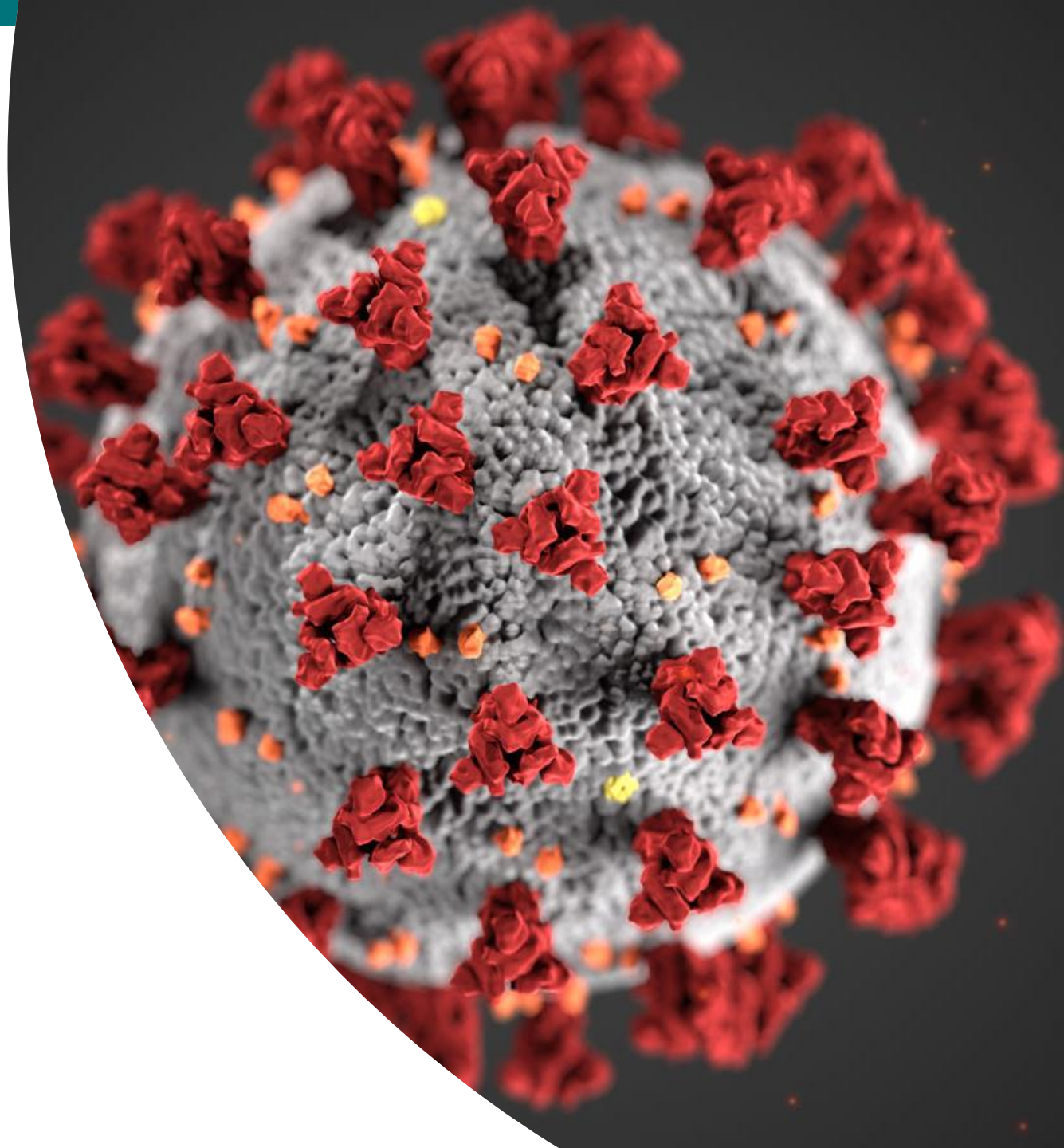
Got Questions?

# COVID-19 SUPPORT PROGRAM

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CarivaCare is here to support our clients as they maneuver through this confusing and difficult time. We have enhanced our injury reporting program to include a response team directed to address employer and employee concerns related to any exposures or symptoms employees may be experiencing. This includes possible vaccination reactions.

CarivaCare nurses follow specific protocols and guidelines related to this Pandemic. We will help put your mind and your employees' mind at ease on the next steps after a potential COVID-19 exposure and/or testing results.







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