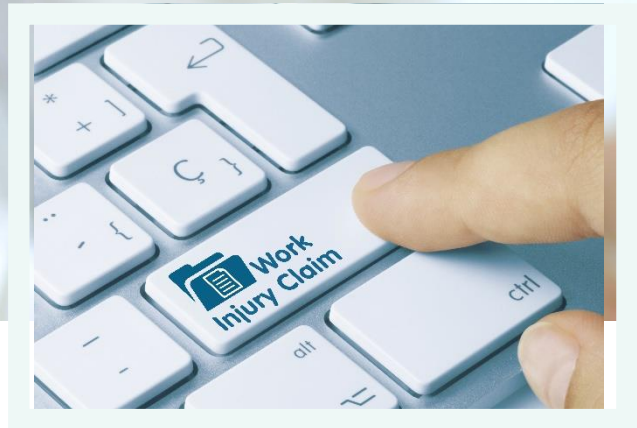




# 24/7 Nurse Triage & Injury Reporting Services





CarivaCare specializes in helping clients and injured employees navigate through the complexities of the workers' compensation system industry. Our unique programs focus on customizing service delivery to fit your specific needs. CarivaCare's 24/7 workers' compensation nurse triage program offers employees a neutral, third-party medical professional to report their on-the-job injuries. Our team will guide the employee in the right direction, assuring medical treatment is appropriate and administered timely. This proactive versus reactive service has been proven to reduce workers' compensation claims. CarivaCare's services support public and private employers, third party administrators, and insurance companies.

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# CarivaCare<sup>SM</sup> Program Workflow/ How does it work?



Employee or Supervisor Calls the 24/7 Hotline  
Life Threatening Emergency? Call 911

- Call the CareLine after Emergency Care has been provided



Employee demographics, incidents details and injury photo (if available) obtained



CareNurse triage provided via medical algorithms

- Self-Care Advice or;
- Referred for Treatment
  - Mobile First Aid (*Optional*)
  - VideoDoc (*Optional*)
  - Treating Facility Referral provided



Treating facility notified and authorization faxed



CareReport distributed to company stakeholders (HR, Managers, Safety, Claims, etc.)

## Disposition Determination



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

# CareReport Customization

All questions can be customized to fit an employer's specific needs



## 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 CarivaCare 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 x:xx PM | <b>Call Start Time:</b> | x:xx 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

|   |   |
|---|---|
| <b>Incident Details:</b>  | 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. |
| <b>Body Part(s) Affected:</b>   | Right elbow   |
| <b>What activity was employee doing at the time of injury?</b>                                      | Getting into an all-terrain vehicle   |
| <b>Previous Injuries to this Body Part?</b>   | Denies  |
| <b>Incident Date:</b>   | 09/17/18 (states "around 2 weeks ago")  |
| <b>Incident Time:</b>   | 12:00 PM  |
| <b>Shift Hours on Date of Incident:</b>   | 6:00AM – 5:30PM   |
| <b>Location of Where Incident Occurred:</b>   | XXXXXXXXXX  |
| <b>Last Day Worked:</b>   | 10/1/18   |
| <b>Were there any Witness(es) to the Incident?</b>  | No  |
| <b>If Yes, list names:</b>  |   |
| <b>If a company vehicle was involved, what is the vehicle number?</b>                               | Company vehicle involved-no vehicle number.   |
| <b>What Safety and/or Personal Protective Equipment was being worn at the time of the incident?</b> | None  |

## Program Overview



Available 24/7/365



Provides a reasonable and neutral avenue for employees to report a workplace injury. Nurses continue to be ranked as one of the most trusted professions (2019 Gallup Poll-18<sup>th</sup> year in a row). Employees are more comfortable in providing details regarding their incident



Reporting allows for tracking of safety concerns



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



Call times average 14 minutes



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

# CarivaCare<sup>SM</sup> Results



Approximately 38% of calls do not result in workers' compensation claims filed



Reduction in reporting (lag) time



Reduction in Cumulative Trauma injuries reported



Reduction in Emergency Room Visits/Costs



Detailed information obtained-not normally provided to employers (i.e., previous treatment or injuries to body parts)



Notification to treating facility/physician of modified work available-reduction in lost time days



Time Savings for Human Resources and Safety Personnel



## CarivaCare<sup>SM</sup> Highlights



Translation Services  
Available in All Languages  
Bilingual Staff



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



# Call Logs and ROI Reports available

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



### 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%    |
| <b>Average Call Time</b>          | 19 Minutes | >365 Days                        | 0 0%    |

| 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%   |                                 |         |

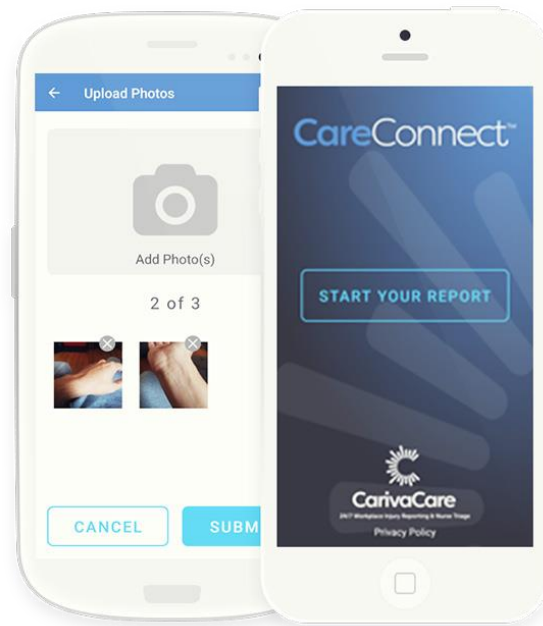
**Return on Investment**

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

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| Organization | First Name | Last Name | Job Title                   | Date of Incident | Date of Call | Reporting Lag Time | Incident  | Call ID | Call Start | Call End | MOI   | Provider       | Referral Reason Other                         |
|--------------|------------|-----------|-----------------------------|------------------|--------------|--------------------|---|---------|------------|----------|---|----------------|---|
|              |            |           | Director Of Operations      | 10/5/2017        | 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 Vehicle Accident-Additional Vehicle Involvement |                | Self Care Advice                              |
|              |            |           | Regional Supervisor         | 11/1/2017        | 11/1/2017    | 0                  | Employee reports a pallet was not completely on the ground and it suddenly fell on her left foot.   |         |            |          | Struck By Or Against-Object                           |                | Report Only                                   |
|              |            |           | Director Of Social Services | 2/7/2018         | 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 floor. 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 Vehicle Accident-Additional Vehicle Involvement | US Healthworks | See Physician W/ A screens Description        |
|              |            |           | RN                          | 7/16/2018        | 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-Insect                                     |                | Report Only                                   |
|              |            |           | RN                          | 7/17/2018        | 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   | US Healthworks | Employee Call Back-Converted from Report Only |
|              |            |           | Director Of Social Services | 7/27/2018        | 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/Trip-Sitting/Seating                        |                | Self Care Advice                              |
|              |            |           | Director Of Operations      | 8/13/2018        | 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 5' 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-Other  |                | Self Care Advice                              |

## CareConnect™ Mobile App



Employees of our current clients can download the app for free, and use the app to submit their contact information, injury details, and photos of their injury. Once information has been submitted via the app, the CareNurse will call them back within 30 minutes, unless a definitive call back time has been requested.

CareConnect<sup>SM</sup> was designed to provide employees with an easy method to report their injury and request a call back if they are unable to call the CareLine at the time of the injury. It is also a great way to submit photos of injuries that may not be easily described over the phone, such as lacerations and burns.

**The CareConnect™ app is available on iOS and Android**



1-800-274-1102 |  
[www.carivacare.com](http://www.carivacare.com)