



TELEPHONIC INJURY CASE MANAGEMENT

overview

HOW IT WORKS

1. Incident occurs, call (281) 419-7063.
2. Nurse Case Manager (NCM) discusses incident and injury with the injured employee.
3. NCM determines if the employee requires evaluation at a medical facility, removing liability from Supervisors/HSEs.
4. If the employee goes to a facility, our NCMs reach out to an appropriate facility and talks with medical personnel before and after the employee's visit.
5. If the employee needs only first aid treatment, our NCMs provide these recommendations over the phone.
6. NCM provides direct contact information and makes a follow up phone call to the employee within first 24 hours.
7. NCM sends email reports to designated company representatives throughout the duration of the case.
8. NCM continues monitoring the employee's condition until a good healing pattern is established, case is closed when appropriate.

BENEFITS

- ✓ Immediate access to Licensed Medical Professionals 24/7 for injuries within minutes of calling
- ✓ Employee can call NCM directly with any questions
- ✓ Immediate and Professional help, providing relief to the injury
- ✓ NCM makes appropriate medical recommendations, removing the burden off Supervisors
- ✓ NCM coordinates with Management team and local clinics to help employee recover and return back to work as soon as possible
- ✓ Detailed documentation and reporting
- ✓ Lower claims frequency and severity of claims
- ✓ Reduction of Incident Rate, Costs, and Insurance Modifiers



CONTACT US

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