COMPREHENSIVE **CASE MANAGEMENT**

PRIME's providers deliver evidence-based medical care while understanding OSHA regulatory requirements and guidance.

PRIME understands the financial concerns of the insurance carriers and employers. These costs are taken into consideration when performing tests and evaluating treatment plans.

MEDICAL CARE MANAGEMENT

ADMINISTRATIVE CASE MANAGEMENT

FINANCIAL CASE MANAGEMENT

PRIME understands the administrative needs of the employer and the employee as well as all legal, regulatory and compliance measures that need to be considered.

☑ 24-hour nurse triage

☑ Seamless transfer from triage nurse to case manager

☑ Patient education regarding workers' comp and injury specific recovery process

☑ Ensured compliance and navigation of potential barriers

☑ Assistance with timely scheduling of referrals/diagnostics/follow-ups

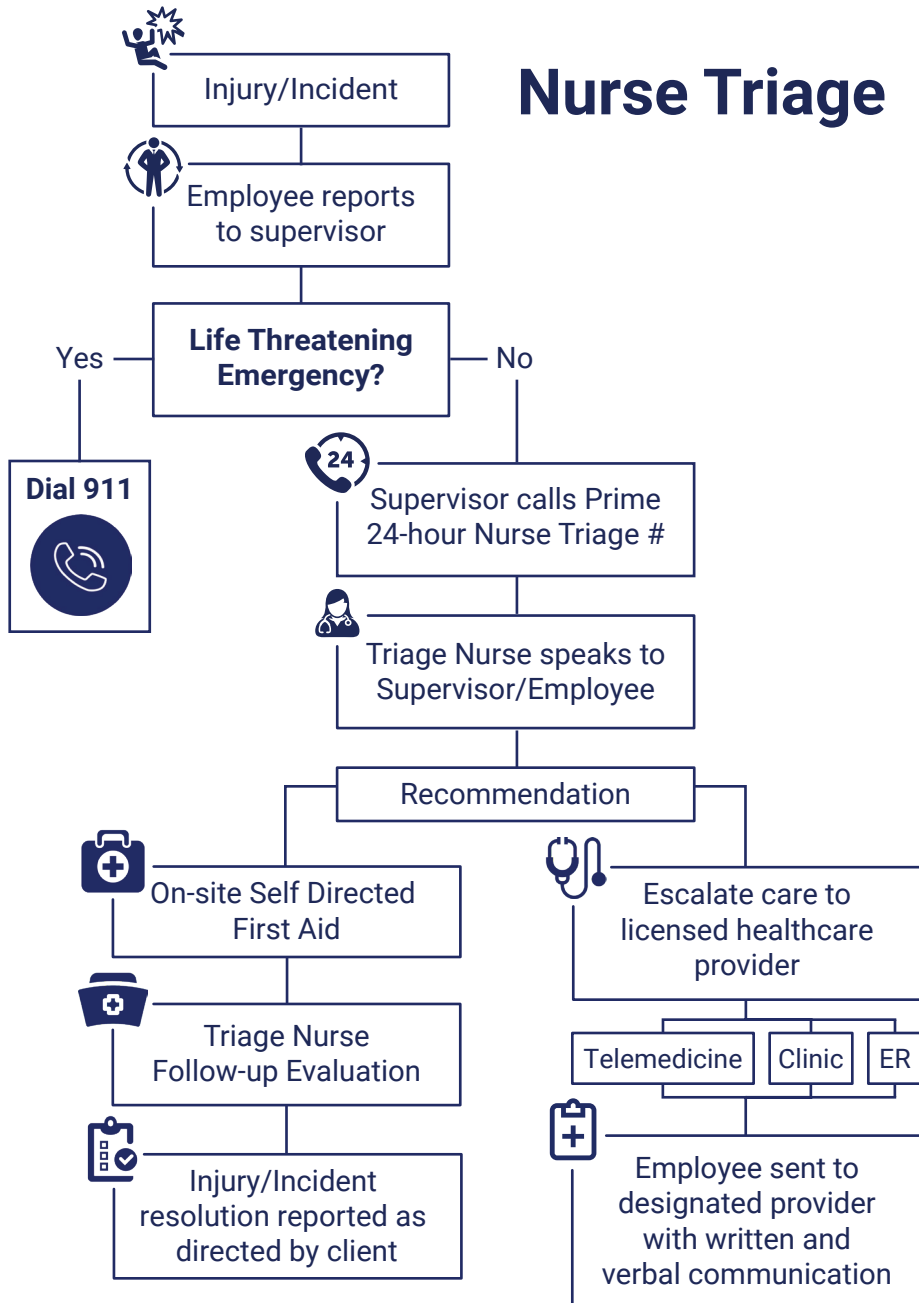☑ Management of timely and accurate flow of information between all parties

☑ Supported by board certified occupational medicine physicians

PRIME
OCCUPATIONAL MEDICINE

Nurse Triage

Injury/Incident

Employee reports to supervisor

Life Threatening Emergency?

Yes — **Dial 911**

No — Supervisor calls Prime 24-hour Nurse Triage #

Triage Nurse speaks to Supervisor/Employee

Recommendation

On-site Self Directed First Aid

Triage Nurse Follow-up Evaluation

Injury/Incident resolution reported as directed by client

Escalate care to licensed healthcare provider

Telemedicine | Clinic | ER

Employee sent to designated provider with written and verbal communication

Case Management

Referral to PRIME Case Management

Non Catastrophic Cases All parties contacted within 24 hours

Nurse Case Manager assigned to injured employee

Catastrophic Cases All parties contacted within 2 hours

Regular contact with company designee and injured employee of status

Reports generated per company protocol and sent to designated company representative until case closure