

A workplace injury can create confusion and anxiety for sick or injured employees. Employers need an easy, efficient process for their employees to seek medical advice to help reduce this anxiety. Our nurses are always available to immediately determine the appropriate level of medical care for your employees so that they can return to work in a timely manner.



Our TravCare Nurse Line is staffed by registered nurses who are committed to helping employers and their employees manage the impact of a workplace injury.

**Program Features**

- Supervisors and employees receive immediate medical advice from a registered nurse
- Nurses recommend the appropriate level of care using evidence-based medical guidelines
- Available 24 hours a day, 365 days a year
- Staffed by bilingual, English/Spanish-speaking nurses who also have access to a language line for other languages
- 10-25% reduction on average in Total Payout \*
- Increased network penetration - potentially over 90% penetration \*\*
- 55-66% decrease on average in Lag Time (accident to report date) \*

**Program Benefits**

- Once you call, the nurse immediately starts the claim process – ensuring that your injured employee gets back on the road to better health quickly.
- There is no need for you to report the claim separately – this is already taken care of.
- The nurses have access to proven countrywide Workers Compensation medical and pharmacy networks – taking the uncertainty out of accessing the right medical treatment.
- If the injury is minor, the nurse instructs the employee how to administer first aid, allowing the employee to remain at work – reducing unnecessary emergency room visits.
- When your employee needs more medical attention, our nurses can suggest appropriate medical facilities which may reduce unnecessary costs.
- Results of the TravCare Nurse Line are integrated into claim outcome reports.

See for yourself how much time and money you could save by using our **TravCare Nurse Line.**

\* Based on a Travelers study pre to post implementation of nurse triage program for two national customers 2010 to 2011.

\*\* Increase dependent upon network penetration prior to implementation of program.  
 NOTE: These results are based upon historical data; individual results may vary.

For more information, please contact your Travelers representative.

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