



CHC Consumer
Health
Connections™
Innovations in Telehealth

HOW TELEPRESENCE IS USED TODAY IN WORKERS' COMPENSATION

WHITE PAPER

by Peter Rousmaniere

CASE STUDIES OF TELEPRESENCE IN WORKERS' COMPENSATION

In its first full calendar year of operation, Consumer Health Connections teamed up with over a dozen very diverse clients. In January 2018, we invited them to report on their experience with our technology. Their responses, below, reveal what a selection of clients experienced. Some include their expectations for expanding their use of CHC's technology within their line of service or to add new services.

This is the first published report about how telepresence is used and how it's impacting injured workers and the professionals who help them to recover.

INITIAL PHYSICIAN ASSESSMENT

After 14 years of private practice, a physician shifted to performing telemedicine as her primary work. Since 2015 she has conducted many telemedicine encounters using several technology platforms. She began using CHC's platform in mid 2017. Typically, her encounters take place after an employer introduces a newly injured worker to telemedicine. The virtual office visit occurs minutes after the injury. Using the platform, the physician has, at hand, the injury and medical documentation that may be available. Within ten minutes*, the physician determines the appropriate treatment and if an in-person visit is necessary or not.

The physician feels comfortable with virtual encounters at the time of injury or for follow-up appointments, for instance during the worker's lunch break or after hours. This reduces the time demands on the worker, eliminating travel and waiting for an onsite visit.

Telemedicine...reduces the time demands on the worker, eliminating travel and waiting for an onsite visit.

SOLVING PROBLEMS FOR TRUCK DRIVERS

A transportation company introduced CHC's technology for triaging injured truck drivers. After the initial experience with virtual triage, the firm switched all of its telephonic triage operations to virtual triage. The company found the approach to be superior to telephonic platforms because the triage nurse can visually assess and better understand the nature of the injury or illness.

For truck drivers, a trip to a medical provider for urgent care is more complicated than for other workers because they have to deal with on-the-road responsibilities, including their truck. In addition, the geographic location of the injury may be in a rural setting with little to no access to a medical provider. Virtual triage brings medical intelligence to the truck driver, wherever he or she is.

VIDEO RECORDED STATEMENTS

A workers' compensation insurer decided to pilot CHC's telepresence technology for the recorded statement. It selected a team of adjusters interested in the pilot. The adjusters began using recorded videos in place of the recorded telephonic statement.

We are using CHC's 3V Recordings solution to allow our claims professionals the opportunity to achieve greater visibility and accuracy in communicating with injured workers immediately following the injury. CHC has been an excellent partner.

- Insurance Company

The program works as follows. The adjuster calls the injured worker by phone. The adjuster offers a recorded video rather than a phone recording. If the worker agrees, the adjuster pushes out a link, which invariably goes to the personal smart phone that the worker is using on the call. The worker is typically at the worksite, usually in a secluded area. Generally, the technical quality of the recorded video is on par with the technical quality of a phone call at the same location.

The adjusters report that, when compared to a phone call, virtual encounters allow him or her to use a more conversational style in asking questions. This results in a more relaxed and personable quality to the encounter, which due to its nature can be somewhat tense.

INITIAL TRIAGE FOR RETAIL WORKERS

CHC's partner, a managed care firm, provides initial triage to a large retail chain. It has introduced virtual triage. When a worker is injured and is able to move, the employee comes to a quiet room at the worksite. It is typically the former location of an onsite nurse-staffed clinic, now replaced by a virtual nurse. The triage company has nurses ready to respond immediately to an alert that an injured worker is in the virtual waiting room to start a triage session. These sessions typically take 18 minutes. The nurse completes all the steps in initial triage, then observes a cut, laceration, or other result of the accident. The added clarity helps the nurse to better assess and determine if medical care is needed. The worker appreciates the personal touch. Sign language and interpretation is built into the platform.

The CEO of the managed care firm tells CHC that "advocacy in what we do, and that is increasingly important. We want to engage the injured worker so that she or he knows what is happening and why. Advocacy is better done in a virtual face to face encounter than by phone."

BRINGING IN A THIRD PARTY

One of CHC's partners used virtual encounters that include a third party and anticipates additional scenarios such as:

Adding a **physical therapist** to confirm correct completion of home exercises/add additional exercises to home program.



Adding an **employer** to the virtual platform to negotiate return to work/ determine alternative temporary duties/perform virtual workplace visit.



Care management planning with multiple team members or claims reviews with multiple parties/group conferencing for decision making amongst stakeholders.



Adding a **claims examiner** for introduction and discussion or clarification of any benefits or claim related questions.

Telemedicine visits can be seamlessly facilitated into the triage encounter where the provider can immediately evaluate and manage an employees' concerns. In addition, a treating provider could request a specialty consult using the telepresence platform to avoid delays in patient evaluation by a specialist.

COMPLEMENTING FIELD CASE MANAGEMENT

A regional case management firm has redesigned its service model using CHC's technology. On the strength of its positive experience with field case management and telepresence, the firm is planning to launch a telepresence-driven triage service.

Telepresence has proven to complement field case management. The firm has reported that telepresence is a good ice breaker and helps facilitate initial in-person visits. The firm offers its clients a virtual meeting and has experienced that younger injured workers are more receptive to the platform because they are more comfortable with the technology. Telepresence is utilized when weather (snow and ice) and distance are unfavorable and when insurers impose travel restrictions. In addition, for any employee that is off-work, this allows the nurse to better manage the claim throughout the life of the file.

ENRICHING TELEPHONIC CASE MANAGEMENT

A regional insurer has its adjusters refer to the in-house case management staff claims that they believe would benefit from telepresence case management. The case manager sends out a virtual meeting invitation to the injured worker. The initial virtual encounter lasts usually under 15 minutes.

The vice president for claims reports that the “big positive” is building trust between the case managers and injured workers. “It’s easier”, the VP says, “for the case manager to assure the injured worker that the discomfort the worker experiences is normal for the stage of recovery.” Sometimes, just one virtual meeting takes place. When treatment is on-going, virtual encounters happen several times a month.



ABOUT CHC

CHC is a technology solutions organization influencing the quality of care through telepresence and telehealth, eliminating gaps in the current process, and challenging workers' compensation issues head on.

CHC VISION

CHC is committed to improving the delivery of healthcare, claims management and case management via telepresence and transparency. Our determination and drive will significantly improve the health of businesses and patients.

CHCTELEHEALTH.COM | 855.242.1373