AGENDA

PTSD Tx Parameter Update
PTSD and RTW Tips
24/7 Update
  Usage
  When to use
Concierge Service
Success Stories
PTSD
Defined Illness

It's not that the person is refusing to let go of the past. It's that the past is refusing to let go of the person.

Post Traumatic Stress Disorder
PTSD
Causes

WHAT CAUSES PTSD?

TOP 4 REASONS MEN AND WOMEN SUFFER PTSD:

1. Rape
2. Combat exposure
3. Childhood neglect
4. Childhood physical abuse

1. Rape
2. Sexual molestation
3. Physical attack
4. Being threatened with a weapon
PTSD
Treatment Parameter
PTSD
RTW Tips
IMMEDIATE INTERVENTION
Access to Care

24/7 Nurse Triage
Concierge Service
Telehealth
Immediate Intervention Model

24/7 Triage

Concierge Service

Telehealth

• Physical Therapy
• DME/Diagnostics
• Work Restrictions

Medical Management

Claims Management

Incident / Injury

1-2 Days
<table>
<thead>
<tr>
<th></th>
<th>Brick and Mortar</th>
<th>Virtual</th>
</tr>
</thead>
<tbody>
<tr>
<td>Location</td>
<td>Avg. Travel: 20 minutes</td>
<td>Job Site</td>
</tr>
<tr>
<td>Wait Time</td>
<td>2 hours</td>
<td>10 Minutes</td>
</tr>
<tr>
<td>Time Away</td>
<td>4 hours</td>
<td>30 Minutes</td>
</tr>
<tr>
<td>Cost</td>
<td>$250</td>
<td>$150</td>
</tr>
<tr>
<td>Cost After Hours</td>
<td>$1,000</td>
<td></td>
</tr>
<tr>
<td>Narcotics Prescribed</td>
<td>30%</td>
<td>0%</td>
</tr>
<tr>
<td>Medications Prescribed</td>
<td>65%</td>
<td>34%</td>
</tr>
<tr>
<td>PT</td>
<td>46%</td>
<td>15%</td>
</tr>
<tr>
<td>X-Ray</td>
<td>62%</td>
<td>7%</td>
</tr>
<tr>
<td>DME</td>
<td>74%</td>
<td>1%</td>
</tr>
<tr>
<td>Patient Satisfaction</td>
<td>3.65</td>
<td>4.8</td>
</tr>
</tbody>
</table>
PROGRAM EXPECTATIONS

Reminders

Average Call Length
Clinic Referrals
Internet Connection
24/7 Work Injury Nurse Line
844.235.2055

CorVel 24/7 Work Injury Nurse Line
844/235-2055

Call 911 for Medical Emergencies

Immediately following a workplace injury, call to speak with a registered nurse who will evaluate your injury and help connect you with the quality care you need.

DNR Workers’ Compensation Coordinator
763/284-7238 office 651/402-6419 mobile