

5 Questions for Selecting an Injury Management Partner



When an employee gets injured, employers have many options for managing the situation. Some organizations rely primarily on their workers' compensation carrier. Others use tele-triage services, clinic networks, case management providers, or a combination of several vendors.

While tele-triage is often the starting point, effective injury management also requires coordination of medical care, return-to-work planning, claims support, and injury prevention efforts.

However you choose to manage workplace injuries, make sure you select a partner that can support your entire injury management program.

Here are five questions to ask when evaluating an injury management provider.

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My insurance company offers tele-triage as part of my workers' compensation program. Why should I consider another option?

Many insurance carriers offer tele-triage services as part of their workers' compensation programs. While this may seem like a convenient option, it is important to understand how these programs operate and whether they align with your organization's goals. Depending on the carrier and program structure, incidents that could have been managed as first aid may become part of the claims process and contribute to your claims history.

Not all tele programs are the same. Some programs function as telemedicine services that provide treatment recommendations, while others are designed specifically as injury triage. Understanding this distinction is important because treatment recommendations can sometimes result in recordable outcomes. Employers should also consider how injuries are evaluated and whether the program allows for individualized clinical judgment based on the employee's job duties, work environment, and the circumstances surrounding the incident.

Employees often view a third-party triage provider as an independent resource rather than an extension of their employer or insurance carrier. This can encourage more open communication and help ensure injuries are managed appropriately from the start. Examinetics provides a dedicated tele-triage program focused on helping employers determine the most appropriate level of care for each injury while supporting consistent injury management decisions.



What injury management metrics should I be measuring and improving?

Most employers are familiar with Total Recordable Incident Rate (TRIR) and Days Away, Restricted, or Transferred (DART). These metrics are commonly used to measure workplace safety performance and are often reviewed by leadership teams, insurance carriers, and prospective customers. Many organizations also monitor their Experience Modification Rate (EMR), which can directly impact workers' compensation premiums.

While these metrics are important, improving them requires more than simply reacting to injuries after they occur. Employers need visibility into the factors driving injuries, the effectiveness of treatment pathways, and opportunities to reduce unnecessary claims and lost work time.

Examinetics analyzes client loss history and three-year loss run data to help organizations improve safety performance and create a more consistent injury management process. Through tele-triage, case management, injury investigation, and return-to-work support, clients achieve measurable reductions in injury rates and claim severity.

- **27% average reduction in TRIR over three years**
- **21% average reduction in DART over three years**
- **0.3 average MOD rate reduction over five years**



- 60% of tele-triage incidents remain first aid only
- 60% of clinic-treated cases remain classified as first aid

What resources will I have available beyond tele-triage?

Many safety, HR, and risk management professionals manage workplace injuries alongside many other responsibilities. As organizations grow, relying on multiple vendors for tele-triage, case management, drug testing, ergonomic services, and investigations can create added complexity and inconsistent processes.

When evaluating an injury management provider, it is important to consider the support available after an injury is reported. The right partner should help coordinate care, support investigations, communicate with providers, and assist throughout the recovery process.

Examinetics provides a centralized injury management solution designed to simplify injury response and support safer return-to-work outcomes.

- 24/7 tele-triage with **no retainer fee**
- Clinic-based case management
- Custom clinic network development based on your locations
- Appointment coordination and clinician communication
- Drug and alcohol testing
- Ergonomic evaluations and injury prevention guidance
- Job description development to support programs for fit-for-duty and return-to-work planning
- Program development support
- Incident investigation support
- Investigation of suspect claims

Whether you need support for a single service or a fully integrated program, Examinetics provides flexible injury management support through one trusted partner.



How will the provider help me manage return-to-work decisions?

Returning an employee to work following an injury can be one of the most challenging aspects of injury management. Employers must balance employee recovery, workplace safety, operational needs, and regulatory requirements. Without a structured process, organizations may experience longer periods of restricted duty, increased lost time, and higher workers' compensation costs.

Tele-triage is often only the first step for more serious injuries. When evaluating an injury management provider, it is important to understand what support is available after treatment begins. Return-to-work planning, work status communication, and case coordination all play an important role in helping employees recover safely and return to productive work.

Examinetics reviews each case carefully, matches medical evaluations to job requirements, and helps employers make evidence-based decisions that prioritize safety and compliance. Our team assists clients in developing return-to-work programs, identifying appropriate light-duty opportunities, and evaluating reasonable accommodations. This process helps ensure employees are evaluated consistently while supporting compliance with ADA and EEOC requirements. A well-designed return-to-work program benefits both the employer and employee by reducing time loss, minimizing restricted-duty cases, and supporting a safe recovery.



What claims management and investigation support is available?

Managing workplace injuries does not end when a claim is filed. Effective claims management requires accurate documentation, timely communication, and a clear understanding of the circumstances surrounding the incident. Without a thorough process, employers may face unnecessary costs and recurring injury trends that continue to impact their workforce.

When evaluating an injury management provider, consider what level of support is available for claims administration, claim investigation, and injury prevention efforts.

Examinetics provides support throughout the claims process. Our team can assist with claim administration, documentation review, communication with treating providers, and claim investigations. We help employers determine claim validity, identify contributing factors, and better understand injury trends within their organization. By analyzing root causes and supporting prevention efforts, we help employers reduce future incidents and improve workplace safety.



Start your injury management program today

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