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Coventry NT24 Nurses Called to Action with Workplace Injuries During Recent East Coast Earthquake

Franklin, Tenn. – Sept 7, 2011 – Coventry Workers' Comp Services' Nurse Triage unit (NT24) recently assisted those injured in the Virginia earthquake. On August 23, 2011 at approximately 1:51 EST, Virginia and the surrounding area began to experience the effects of the violent 5.8 magnitude earthquake. Many people were injured on the job as a result of the earthquake as they scrambled to leave shaking buildings or even as they sat at their desks or in conference rooms.

Coventry's NT24 service, which provides employers with direct access to experienced triage nurses 24/7, was available to assist employees with injuries sustained as a result of the quake. The calls started reaching the NT24 nurses almost immediately after the earthquake hit. The Coventry NT24 nurses received calls from Virginia, Maryland, and Washington, DC. The injuries that reported ranged from minor cuts, abrasions and strains to more serious injuries such as dislocations and fractures. Our nurses offered treatment recommendations to the injured workers ranging from self care to emergency room treatment, and as a result only 40% of the callers were advised to seek medical attention.

According to Bonnie Morcomb, director of NT24, "Assisting each caller to make the appropriate treatment decision is what we do every day, but when something like this happens it becomes even more critical. Several of our nurses received compliments from injured workers, thanking them for being available to talk and provide treatment recommendations."

For groups like VML Insurance Programs, the NT24 service has proven to be a valuable tool to assist in situations where employees have been injured. "Having this service available for work-related injuries 24/7 has been vital for us. Due to this service, our fire and police officers who do not work normal 9 to 5 schedules, have access to nurses to help assist them in determining the necessary correct course of action when injured on the job." states Robin Duvall, director of workers' compensation claims.

About Coventry Workers' Comp Services

Coventry Workers' Comp Services, a division of Coventry Health Care, Inc., is the leading provider of cost and care management solutions for property and casualty insurance carriers, (workers' compensation and auto insurers), third-party administrators and self-insured employers. We design best-in-class products and services to help our partners restore the health and productivity of injured workers and insureds as quickly and as cost effectively as possible. We accomplish this by developing and maintaining consultative, trusting partnerships with our clients and stakeholders, built on a foundation of innovative and customized solutions that support the claims management process.

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