

24/7 triage support helps employees get the care they need

PROBLEM

Opportunity to Improve Employee Care

There was a strong desire to have a uniform approach in how Bon Secours Mercy Health helped associates who were hurt or exposed to a pathogen during their shift. The Employee Health team worked with Conduit Health Partners to create a 24/7 triage service for work-related injuries and exposures.

KEY TAKEAWAYS

The Need

In a demanding health care environment, safety is always a top concern. We recognized the need to quickly help associates get the care they deserve after an injury or exposure.

KEY TAKEAWAYS

The Solution

The solution was to leverage the clinical experts at Conduit Health Partners to provide triage support to our associates and managers. The Employee Health Team partnered with Conduit to develop a custom triage process to meet our specific needs.



KEY TAKEAWAYS

The Benefit

Conduit Health Partners was able to adapt to our specifications with ease and develop a customized process. This helped us improve the employee experience by providing a single solution to all our associates, regardless of their location. It also presented an opportunity for financial savings by eliminating the need for on-call or external resources.

“Conduit Health Partners provided a valuable, turnkey solution for our 24/7 environment to facilitate care for injured or exposed associates to ensure our associates receive the right level of care for their injury. Conduit Health Partners listened to our needs and built a program to do what we needed, and our associates wanted, but went above and beyond. They are a true healthcare partner.”

Allan Calonge, Chief Human Resource Strategy & WellBeing Officer

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To learn more about how Conduit Health Partners can help your organization, please call **855-473-8656** or visit **conduithp.com**. We look forward to working with you.

