



INCIDENT RESPONSE

When a workplace injury occurs, the first minutes are crucial. Don't let confusion and panic set in. Get immediate access to qualified and experienced health professionals to manage incidents in a measured and appropriate way, in order to direct the right early action.

Cogent Thinking's incident response services provide the earliest possible intervention to ensure that the appropriate care decisions are made for injured employees. It keeps all stakeholders informed and minimises the number of injuries that progress into a claim.

Immediate injury triage

Incident Response services start with one phone call to the Cogent Thinking injury hotline. Calls are answered by an experienced and qualified health professional who will triage the injury, decide what immediate actions need to be taken and direct the relevant employees in executing those actions.

The immediate priority is to establish the nature and extent of the injury, so that serious conditions are not overlooked while minor injuries do not result in a 000 call. Injured employees and those involved in the situation feel assured talking to a health professional within minutes of the injury.



Immediate post injury actions

The triage professional will determine the most appropriate treatment actions required and be the single coordinator of all stakeholders, ensuring everyone understands and actions their part, and that anxiety and disruption to the workplace is minimised.

Access to Cogent Thinking practitioner network

Once an injury has been triaged and it is determined that a visit to a treating practitioner is required, our consultant will arrange prompt access to practitioners from our approved network who understand the health benefits of work and are committed to reducing unnecessary lost time.

Post treatment, the same Cogent Thinking Consultant will be in contact with the employee and supervisor to review outcomes and discuss further action plans. Where appropriate, the case may be handed over to Cogent Thinking's medical and return to work services.

The advantage to your organisation

- ▶ One simple instruction every time an injury occurs – **call Cogent Thinking**
- ▶ Every injury is immediately assessed and triaged by a qualified health professional
- ▶ Immediate post injury actions are determined, arranged and directed by Cogent Thinking
- ▶ Employees get fast, appropriate medical care from health professionals committed to reducing lost time
- ▶ Fewer injuries will become Workcover claims and claims costs will reduce

