



RN'S INTERVENTION WITH DOCTOR'S OFFICE REDUCES WAIT FOR CRITICAL EVALUATION



CLIENT OVERVIEW

Florida-based **finance company**

186 plan participants

The Situation: A Child with Severe Developmental Issues Must Wait Six Months for an Evaluation by a Specialist

A human resources staff member of a Corporate Synergies client contacted the BenefitsVIP® employee advocacy and support center to request assistance. The client's employee was told by his primary care physician that his pre-school age son required an evaluation by a developmental pediatrician. The employee had contacted the developmental pediatrician on his own and was told the doctor's schedule was booked and his child would have to wait six months for an evaluation appointment.

This physician was the only in-network developmental pediatrician. Seeking an evaluation by an out-of-network specialist was not an option for the employee due to the higher out-of-pocket expense and other considerations.

The employee contacted the developmental pediatrician on his own and was told the doctor's schedule was booked for more than six months. His young son would have to wait for an evaluation.



27 years

The average medical experience of a **NurseVIP** advocate

The NurseVIP advocate secured an appointment with the developmental pediatrician within 90 minutes. The pediatrician's evaluation of the child took place in three weeks, not six months.

Synergies360SM

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The Action

BenefitsVIP forwarded the case to a NurseVIPSM advocate, a registered nurse with more than 20 years of experience in pediatric care. The NurseVIP advocate immediately interviewed the child's parents to confirm the details of the case. The advocate then researched the child's medical history to determine if other care options were available beyond the developmental pediatrician, such as a neurologist.

The NurseVIP advocate determined that it was in the best interest of the child to be seen by the in-network developmental pediatrician that the boy's father first approached to secure an evaluation. Due to the severity of the boy's condition, the advocate determined that the child shouldn't wait six months for an evaluation.

Before calling the developmental pediatrician's office, she confirmed the employee's insurance coverage covered the specialist's evaluation and treatment.

The Turning Point

The NurseVIP advocate contacted the office manager at the developmental pediatrician's office, provided the child's medical history, and discussed the details of his case. The office manager agreed with the advocate that due to the child's age and the seriousness of his condition, the evaluation should not be delayed for six months. She set an evaluation appointment to take place in three weeks.

The Results

The developmental pediatrician evaluated the child, provided a diagnosis and recommended a course of therapy.

The NurseVIP advocate interceded with the pediatrician's office again to schedule the therapy, and the child immediately began receiving treatment. When the NurseVIP advocate called the parents to report that she had secured the evaluation appointment, they were ecstatic. "This is their first child and they were very frightened about his condition," she said. "There was added stress due to a language barrier with one of the parents. They appreciated having access to a clinical professional who could explain their child's case in terms they could understand."

The Bottom Line

Without intervention, the parents would have floundered through the healthcare system, losing six months of time waiting for their child to be evaluated, diagnosed, and placed on a proper plan of treatment, the NurseVIP advocate said. "The child requires lifelong therapy. There was the possibility of regression if he had not been placed on the right treatment path," she said. "Our goal was to secure the proper diagnosis and a treatment plan in accordance with his needs."

The care and financial elements to this case are now in place and the child and his parents are plugged into the correct system.

Nurses are taught to assess a case, develop and implement a plan, and evaluate outcomes, said the NurseVIP advocate. "We are concerned with what the patient needs and how we can fill this need in the quickest and safest way, We are concerned with what is important to the patient and their safety, and getting the right results."