

Catastrophic/crisis care

When a hospitalization, catastrophic event, or life changing injury occurs, every second matters. In those moments, you shouldn't have to navigate uncertainty alone. Our Crisis Care Team is here to provide immediate support, compassionate guidance, and steady clinical expertise—right when you need it most.

24/7/365 Crisis care hotline

Day or night, weekends or holidays, our dedicated team is always just a call away, ready to respond with empathy and urgency. Care and services are coordinated telephonically throughout the crisis response period until a field case manager is deployed.

Immediate response and activation

Critical injuries can be overwhelming for everyone involved—the injured worker, their loved ones, and the employer. That's why our response model is built around swift action and comforting reassurance:

- Immediate access to experienced clinical professionals, any time of day.
- Rapid activation of our telephonic nurse team the moment a referral comes in—no waiting, no barriers.
- On-site support as needed, with a field case manager providing hands-on coordination and guidance.

Specialized resources

No two emergency situations are the same. Our teams bring together specialized expertise and heartfelt support to meet each situation with clarity and confidence. This integrated approach ensures even the most complex situations receive the comprehensive, specialized care they deserve.

We collaborate with:

- Experienced clinical case managers
- Mental health professionals
- Medical equipment and transportation specialists
- Global injury and logistics partners



S U C C E S S S T O R Y

Rapid crisis response gets injured employee home safely

While traveling out of state for work, Mark suffered a serious fall that resulted in a fractured hip and emergency hospitalization. Far from home and in significant pain, Mark was transported to a local Emergency Department where the Careworks Crisis Care CAT team stepped in right away.

As soon as the injury was reported, the crisis care nurse contacted the emergency department and confirmed Mark would be admitted. When it became clear that Mark would need surgery, the crisis care nurse quickly activated a local CAT field case manager (FCM) to meet with him in person at the hospital, offer support, educate, and help plan next steps during an especially overwhelming time.

Coordinated care across two states

Because Mark lived in another state, the team also connected with a CAT FCM in Mark's home state to prepare for his return. This dual-state coordination ensured Mark's needs would be fully supported the moment he arrived home. Together, they proactively arranged:

- Durable medical equipment for his recovery
- Follow-up post-operative appointments
- Prioritization of all necessary medical services

Mark needed to return home as soon as possible due to personal circumstances. Working closely with the claims examiner, the crisis care nurse coordinated an air ambulance to safely transport him back to his home state immediately after surgery.



Outcome: Compassionate care, better recovery, lower costs

Through seamless collaboration among the Crisis Care nurse, the CAT team, and the claims team, Mark was able to return home with the right support already in place. This expedited transition:

- Helped avoid a prolonged and costly hospitalization
- Reduced emotional and logistical strain on his family
- Ensured a smoother, more personal, and more supported recovery experience

Our commitment

During life's most difficult moments, we stand beside our clients, their injured workers and their families offering compassionate support, transparent communication, and seamless coordination. Our goal is to bring stability to crisis with confidence, clarity, and unwavering care.

To learn more about our managed care solutions,

visit [CAREWORKS.COM](https://careworks.com)