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Injury Management Expands E-Intelemed 24/7 Into One of the Industry's Most Robust Early Triage Solutions for Injured Workers

Plano, TX // March 2, 2026 — Injury Management Organization (IMO) is pleased to announce the significant expansion of **E-Intelemed 24/7**, its early injury triage platform that provides immediate clinical guidance and care direction to injured workers—anytime, anywhere. With enhanced capabilities, E-Intelemed 24/7 now delivers one of the most comprehensive and responsive nurse-led triage programs available in today's workers' compensation landscape. The Early Intervention with a triage nurse that collaborates with the telemedicine model provides a human relations benefit with the medical care access connection, 24/7.

The E-Intelemed 24/7 service connects employees and supervisors with highly experienced Registered Nurses around the clock, ensuring that every workplace injury—no matter how routine or complex—receives rapid assessment and clinically sound recommendations. This early intervention model reduces unnecessary emergency room visits, accelerates return-to-work timelines, and lowers overall claim severity and cost. This is a national service, and the continuity of care and outcomes promotes effective attention at the onset with cost-effective outcomes.

"E-Intelemed 24/7 is transforming the first moments after an injury," said IMO's CEO, Catherine Benavidez-Anderson. "By providing injured workers with immediate access to seasoned clinical professionals, we're strengthening outcomes, improving safety, and giving employers predictable, high-quality support when they need it most."

Key Features of the E-Intelemed - 24/7 Platform

- **24/7 Nurse Access:** Injured workers and supervisors can connect with Registered Nurses anytime, day or night, ensuring clinical support is always within reach.
- **Evidence-Based Triage Protocols:** Triage decisions are guided by nationally recognized clinical criteria, reducing unnecessary emergency room visits and improving care appropriateness.
- **Improved Outcomes:** Early nurse intervention helps reduce claim severity, limit over-treatment, and accelerate return-to-work outcomes. A follow up IMO telephonic case manager ensures that the service was effective and ensures any follow-up needs.
- **Seamless Integration:** The integrated solution supports real-time reporting and documentation, improving compliance and communication across clinical, employer, and claims teams.
- **Scalable Service:** The offering works for employers of all sizes and integrates with IMO's broader Med-Care services, ensuring continuity between initial contact and managed care support.
- **Improved Employee Care:** Most importantly, this service improves employee care and outcomes.
- **Reliable Outcome Driven Data:** Demonstrating its utilization and patterns of access to better improve employer communication and injury intake.

IMO's E-Intelemed 24/7 strengthens employer safety programs by ensuring consistent decision-making across all

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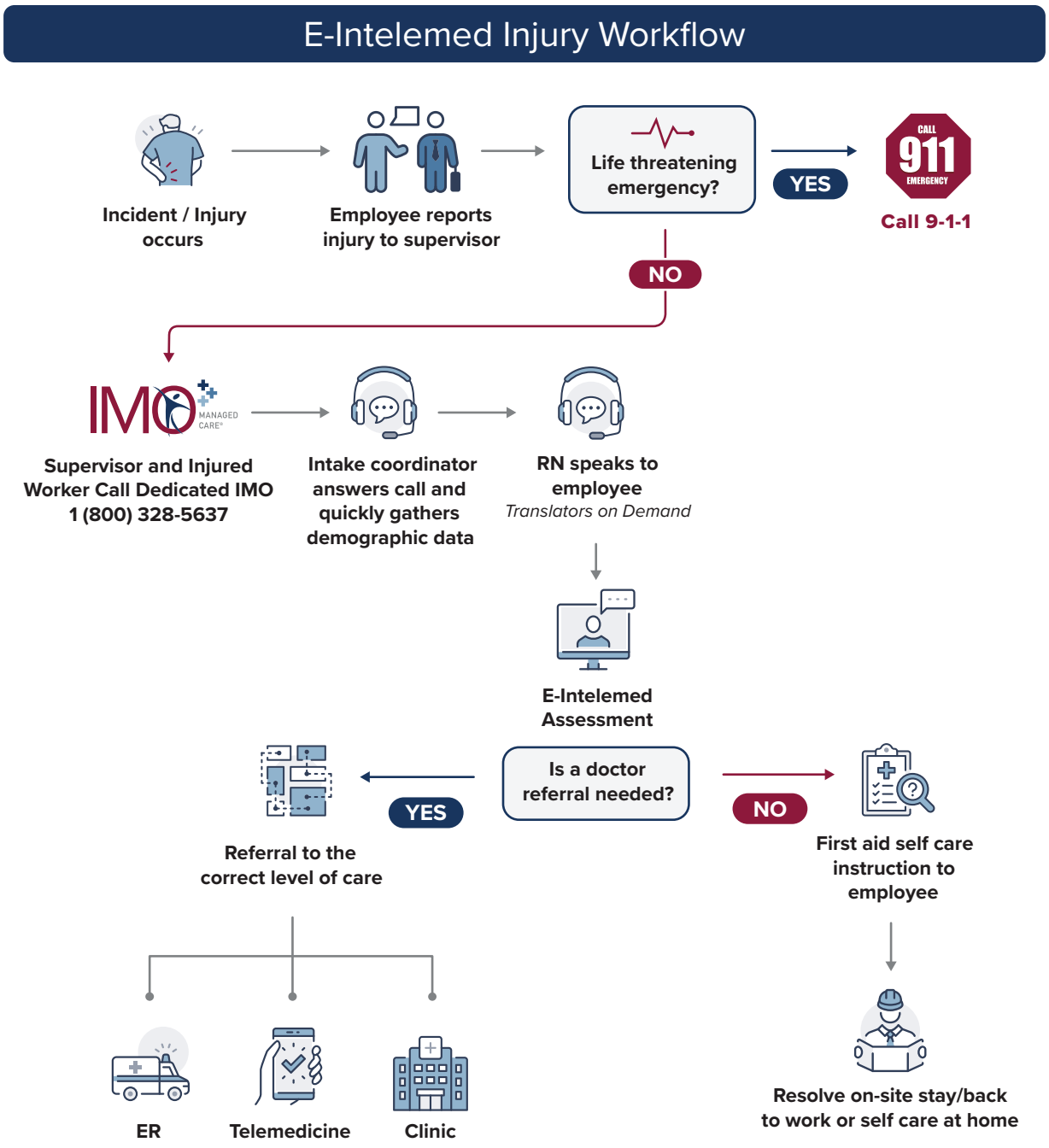
shifts and locations. Injured workers receive personalized guidance through a model that blends clinical rigor with compassion—supporting employees not only physically but emotionally at the time of injury.

“Employers are under increasing pressure to control medical costs without compromising employee care,” added Benavidez-Anderson. “E-Intelemed 24/7 gives them a reliable, high-touch solution that improves outcomes, enhances compliance, and reduces avoidable medical spend—all while elevating the employee experience.”

As part of IMO’s broader mission to provide superior managed-care solutions, E-Intelemed 24/7 ensures that clients benefit from industry-leading early intervention, advanced triage protocols, and exceptional nurse advocacy—empowering organizations to protect their workforce and operate with greater confidence.

E-Intelemed 24/7 collaborates with “Triage Now” as an outsource for nurse triage as needed for national coverage and is available to employers, carriers, TPAs, and health networks nationwide. To learn more about this enhanced early triage capability, contact IMO’s VP of Business Development, Michael Boyd, at mboyd@injurymanagement.com.