



investigations



Sedgwick provides healthcare clients with a full range of investigative services. These services are beneficial when an independent evaluation is necessary, geographic barriers exist or there is a current lack of available internal resources.

- Obtain, review and summarize all pertinent medical records to develop an analysis of liability, causation and damages.
- Conduct in-person or telephone interviews with involved parties, witnesses, claimants and/or claimant attorneys.
- Perform research related to medical, product or pharmaceutical aspects of the claim.
- Conduct site surveys and obtain site photographs.
- Recommend medical experts or other case-specific experts.
- Advise on sequestration of records and other pertinent physical evidence.
- Attend claims meetings involving client representatives for discussion of investigative findings and strategy.
- Review incident reports to determine reporting and/or investigational needs.
- Identify risk management issues pertinent to healthcare delivery systems.
- Ensure consistency and continuity of clinical nurse investigations and reports by following Sedgwick's rigorous audit and quality processes.
- Negotiate settlement or otherwise resolve a claim within the authority granted.
- Participate in trial monitoring, mediation or arbitration on behalf of the client.
- Offer opinions on case value and resolution strategy.

"Based on your review, I was able to settle this case with the plaintiff's attorney for \$25K...excellent! This could not have been done without your review, which really was detailed and allowed me to ferret out the liability issues very easily."
- *Director of Risk Management for a large, faith-based health system*

Experienced professionals

Sedgwick has a network of experienced, knowledgeable professionals who:

- Conduct the essential early investigation of events, claims and suits.
- Form the framework for determinations of liability and informed decisions about resolution.
- Are strategically located throughout the country to provide prompt, cost-efficient investigations.
- Service self-insured and captive-insured clients.
- Work closely with hospitals and health systems, physician practices, elder care facilities, home health systems, pharmacy and laboratory services, managed care organizations and prison health systems.

Additional services

Under appropriate circumstances, at the client's request, we can provide these additional services:



Unmatched expertise

A commitment to consistent, superior quality service is a hallmark of the Sedgwick philosophy. Our dedicated nurse investigators maintain:

- An average of 20 years of combined clinical and field investigation experience.
- Nursing licensure; many carry advanced designations, including additional certification in their respective clinical specialties, as well as legal nurse consultant, paralegal, or JD.
- Extensive experience in healthcare risk management, quality assurance and case management.
- Adjuster licenses and required continuing education.

Our comprehensive training program, coupled with ongoing mentorship and professional support of continuing education initiatives, serves to ensure our consultants are always on the forefront of professional liability investigation best practices.

Contact Sedgwick today to learn more about our professional liability investigation services.

866-225-9951

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