

# Help customers improve the health and wellness of their employees – and their business.

24/7  
teletriage  
access

Early  
intervention for  
musculoskeletal  
injuries

Nationwide  
on-site first-aid  
treatment

Drug and  
alcohol testing

Physical  
Demands  
Analysis (PDA)  
& Post-offer  
Employment  
Testing  
(POET)

Our injury prevention services offering focuses on improving the overall health and well-being of each employee. We tailor the services to the unique needs of your customers to help mitigate workplace injuries – keeping employees healthy and safe on the job.

## Use IPS to help open doors and close deals.

These services help you:

- ▶ Take a consultative approach.
- ▶ Offer a custom solution.
- ▶ Improve clients' overall productivity by reducing employee absences.
- ▶ Strengthen client relationships.

## What do I need to know about IPS?

Our comprehensive programs, offered through trusted clinical partners, use evidence-based care focused on early intervention. They're designed to help:

- ▶ Promote workplace safety.
- ▶ Improve employee performance, productivity and morale.
- ▶ Enhance overall employee wellness.
- ▶ Reduce muscle and joint injuries.
- ▶ Relieve pain and discomfort.
- ▶ Decrease employee absence.

"I wasn't aware our carrier would help us with physical demand analyses (PDA). We were looking for vendors on our own and when we realized The Hartford could help, I was pleasantly surprised. The PDA on-site creation experience was great. The clinical partner was excellent and really understood the physical requirements of the jobs. She knew how to ask the right questions to get the true scope of the job."

– Occupational Health Nurse at a Large Manufacturing Company

## Services

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Our broad suite of injury prevention services can be customized to meet the unique needs of each customer, including on-site and virtual program options.

### 24/7 Triage Program

A program that provides nurse access for assessment of symptoms and care guidance for work-related incidents, illnesses and physical discomfort.

### On-site Clinical Program

Full-time or part-time health and wellness counseling including but not limited to your choice of athletic trainer, nurse or paramedic. Additional counseling available for mental health support.

### First-aid Care

Medical attention administered on-site, immediately after the injury occurs. This includes:

- Cleaning minor cuts, scrapes or scratches
- Treating minor burns
- Applying bandages and dressings
- Using non-prescription medicine
- Removing debris from the eyes
- Massage
- Giving fluids to relieve heat stress

### Exercise, Stretch and Flex Programs

A site-specific safety and stretch program developed for your unique workplace and tailored to the employee's specific physical demands.

### Physical Demand Analysis (PDA)/Functional Job Analysis (FJA)

A reliable, objective measure of the physical requirements associated with a specific job including:

- Analytical measures of all physical and environmental requirements of all essential and marginal job tasks
- Assisting in the identification of high-risk exposures

### Physical Ability Test (PAT)/Post-offer Employment Testing (POET)

A functional evaluation of a person's ability to safely perform the functions of their job to assess whether the applicant being hired can perform the essential functions of the job and can safely perform the job without harm to self or others.

### Individualized Ergonomic Assessments

An assessment conducted by a qualified ergonomist to review workstation ergonomics and suggest adjustments that an employee can take to improve comfort and productivity.

### Drug and Alcohol Testing

Testing methods include urine or oral saliva with the option of instant or lab-based drug analysis. It can be used to determine drug and alcohol use on a preemployment, random, suspicion or post-accident basis.

## Additional Services

### Biometric Screening

An on-site or in-clinic evaluation of an employee's key health measures including:

- Cholesterol
- Glucose
- Blood pressure
- BMI

### Audiometric Screening

A non-invasive evaluation to measure an employee's ability to hear different sounds, pitches or frequencies to establish a baseline or monitor annual hearing threshold changes for employees who work in noisy environments that require hearing protection.

### Respirator Fit Testing

A thorough test to determine if a tight-fitting respirator can be worn without having any leaks. This includes review of a completed Respirator Medical Evaluation Questionnaire by a licensed health care professional who will determine if the employee is medically cleared to wear a respirator. The employee will then either undergo a Qualitative or Quantitative Fit Test with the respirator to ensure proper fit.

## Customers to consider for IPS.

Paying close attention to your customer’s cues can help uncover solutions that fit their business needs. Listen for cues that may tell you what types of services they could benefit from and introduce the idea of services to them. Then, engage us to design a customized set of solutions to maximize your customer’s employee health and productivity.

Here’s what to listen for:	Here’s what to say:
We have new hires who are injured within the first 90 days.	PDA’s and POET’s are great tools to help ensure that job requirements are clearly advertised, and applicants can perform the physical requirements of the position. Using these services can help reduce injuries in newly tenured employees.
Our Risk Manager/Human Resource manager is looking for solutions to reduce employee absences.	Proactive, preventative care is one tool that can help keep your employees healthy and safe at work. An on-site injury prevention solution or a teletriage program could reduce employee absences. Additionally, offering services focused on employee health and well-being can improve employee morale, as well as attract and retain talent.
Sprain and strain claims are one of our top claim losses.	On-site injury prevention gives employers real time first aid and ergonomic coaching that target sprain and strain exposures — supporting safer work, with fewer disruptions and helps reduce claims.
Employee health and wellness is top of mind for us.	Implementing an on-site injury prevention program can result in a healthier workforce through a variety of health and wellness programs including nutritional counseling, weight loss and smoking cessation programs, biometric screenings and substance misuse education.
We’re facing a lot of challenges hiring and retaining employees.	An on-site injury prevention program helps minimize injury-related absences, reducing your need to backfill or find temporary employees. This valuable on-site service can improve morale and assist with retention.

## Learn more.

Visit us at [TheHartford.com/ips](https://TheHartford.com/ips) or contact a representative at [riskengineering@thehartford.com](mailto:riskengineering@thehartford.com)



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