

Eric Patten RN, BSN

Senior Director of Clinical and Education Services
One Call

Eric Patten, RN, BSN, is senior director of clinical and education services at One Call. He has over 24 years of nursing experience in critical care, emergency care, diabetes education and catastrophic case management. Prior to joining One Call in 2011, Eric served as a catastrophic nurse case manager for 12 years. This position provided him with a rich understanding of the daily challenges workers' compensation adjusters and nurse case managers face and a unique ability to offer them support on complex, high-exposure files.

In his role, Eric oversees teams of RN and PT clinical specialists, as well as clinical specialists managing hearing aid and dental injury claims. He and his team review large-loss complex files, helping to address issues related to comorbid conditions and identify opportunities for savings and improved care. Through this review process, they work closely with centers of excellence in rehabilitation to enhance claimant recovery and return-to-work results, and they proactively evaluate and coordinate the needs of the injured workers prior to discharge from the hospital to ensure a seamless transition of care to in-patient facilities or to home. As a thought leader in the industry, Eric regularly delivers continuing education courses and presents at various insurance, workers' compensation, risk management and nursing conferences, including RIMS, CSMA, CAJPA, SEAK IWCF, and PRIMA.