



# Worksite Injury Triage Assessment & Reporting

Guidebook

Confidential



Making workers' comp work



**1-833-919-1777**

24 Hours / 7 Days a Week

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# OVERVIEW

## The Problem

Responding to work-related injuries is challenging:

- Employees who work alone or at small worksites have limited access to immediate assistance if an injury occurs.
- Supervisors who respond to injuries often lack proper training or experience to determine the seriousness of the injury and the appropriate response.
- Minor injuries such as strains and sprains that would respond favorably to appropriate first aid are often recommended for offsite care that is expensive and time consuming.
- Offsite clinics and hospitals are often not familiar with the workplace environment, first aid options, modified duty, or return-to-work programs.
- When injured employees are seen in an out-of-network clinic or hospital, they often become caught up in a system of care that thrives on increased utilization. This can lengthen the employees' recovery time and time away from work, and it reduces the company's ability to help direct effective care.
- Companies with many sites, mobile employees, multiple shifts, and other dispersed workforces have a difficult time being notified of injuries and tracking injured employees.

## The Solution

Medcor Injury Triage provides a simple and effective way to address the challenge of managing work-related injuries:

- Immediate access to specially-trained health professionals for injured employees, 24 hours a day, seven days a week.
- Sound evidence-based recommendations to determine if first aid is appropriate or if outside care is necessary.
- Consistent outcomes, recommendations, and documentation of injuries.
- When offsite care recommendations are necessary, channeling employees to the most effective providers, which the company pre-selects.
- Prompt reporting of injuries to all designated recipients.
- Consolidated reporting of all injuries via a secure website.



## Always call 911 first for any potentially life-threatening situations.

Potentially life-threatening conditions include:

- Choking
- Unconscious or disoriented
- Severe bleeding
- Off balance, unable to walk
- Hot, dry skin
- Seizure or convulsions
- Difficulty breathing
- Chest pain or discomfort
- Profuse sweating
- Severe abdominal pain
- Any other problem you feel may be an emergency!

If 911 is called, the employee or supervisor can call Medcor Injury Triage after the incident to report the injury.



# THE TRIAGE CALL PROCESS—HOW IT WORKS

## How It Works

Note that this service is only for employees who are injured at work and should not be used for clients or customers of your company. Medcor Injury Triage provides triage suitable for most injuries but is not a 911 system for life-threatening situations.

- 1. When an Employee Injury Occurs:** If a supervisor is onsite, the injured employee should immediately contact the supervisor. If no supervisor is available, the injured employee should contact Medcor's triage service directly.
- 2. Placing the Triage Call:** Ideally, the supervisor and injured employee should place the call together, dialing the toll-free number listed on the front cover of this guidebook. If the supervisor is unavailable, the injured employee can call the Medcor Injury Triage service directly. To be most beneficial, the call should be made as soon as possible after the injury occurs.
- 3. Injury Assessment:** A specially-trained health professional will answer the call and speak with the supervisor first, then privately with the injured employee. Using patented assessment methods, the health professional will determine the seriousness and nature of the injury, and the best way to address it. Medcor can access interpreters to assist with over 200 languages when necessary. Depending on the situation, the employee may be guided in first aid ("self-care") or may receive a recommendation to seek offsite care at a designated medical facility for further evaluation.
- 4. Self-Care Recommendations:** If the injured employee agrees to a self-care outcome, the health professional will provide first-aid ("self-care") instructions to the employee. Self-care instructions may be faxed to the employee. If internet access is available at your workplace, self-care instructions may be available online. The self-care instructions also include a list of signs and symptoms that, if they occur, indicate a need to call Injury Triage again or see a healthcare provider. At the conclusion of the call, the health professional will speak with the supervisor again to explain any first-aid recommendations.
- 5. Triage Report Information:** When a triage call is placed, information must be collected to properly identify the employee and to complete the reporting requirements. This information is kept confidential and is only released to those who have a right to access it. This information is typically forwarded to the employer's workers' compensation claims administrator within minutes of the call so they can assume management of the case. The required information includes:

- Company and facility;
- Injured employee's name, department, supervisor, and work phone number;
- Employee's home phone number;
- Employee's social security number (to distinguish records from other persons with the same or similar name);
- Employee's age in years or date of birth;
- Time and date when the injury occurred;
- Incident location;
- Description of how the injury occurred.

6. **Recommendation for Offsite Care:** During the triage call, the health professional may recommend that the employee receive further evaluation or treatment offsite; likewise, the employee may request to seek healthcare offsite. If a recommendation for offsite care is made, the health professional will encourage the employee to go to a designated medical facility in the area, which has been pre-selected by your company. The health professional will speak to the supervisor at the end of the call to explain the recommendation. The health professional may also provide "interim self-care" instructions for the employee to follow until he or she sees a healthcare provider.
7. **Post-Injury Resource:** At the end of the call, the employee will be given the Medcor Injury Triage toll-free number so he or she can call back if symptoms change or worsen, or if there are questions. This way, the employee has round-the-clock access to a health professional.
8. **Call Confirmation:** Medcor's health professionals will provide the caller with a unique call reference number. This number can be used to validate that the call was placed, and it can be used for tracking and reference purposes. Supervisors who participate in a call to Injury Triage should not hang up without receiving a call reference number. The call reference number is also located on the triage incident report.

# IMPORTANT CALL DETAILS

## Waiting to Speak with Injury Triage

All calls are answered first by a digital phone system which plays a brief message for callers. Listening carefully to the entire message is very important. After the recording, callers are connected with a health professional. Most of the time, a health professional is available immediately with no waiting. In rare instances, a caller may have to wait for a few minutes because all health professionals are busy with other callers.

If no health professionals are available, the caller has the option to remain holding or to leave a callback request. You may select the voicemail option at any time by pressing 9. The system will prompt you to enter your 10 digit phone number first. Do not enter any additional digits or characters, as it will cause the system to reject the entry.

Once the phone number entry has been confirmed, the system will ask for your name. Please provide first and last name, and if you have an extension or any other instructions on how to reach you, please provide that when recording your name.



**If the injury is potentially life-threatening, call 911 immediately! DO NOT wait on hold.**

## Injury Reports

After each new injury call, Medcor Injury Triage will fax or email a triage incident report to the company's designated recipient(s). This service is performed whether or not the employee receives a recommendation for offsite care. If a recommendation for offsite care is made, additional reports may be sent to the company's designated medical facility.

## Follow-Up Calls

Medcor's health professionals strongly encourage employees to call back with any questions, changes in conditions, or concerns. We are available 24 hours a day, seven days a week.

# FREQUENTLY ASKED QUESTIONS

## **What is the average length of a call to Medcor Injury Triage?**

The average call to Medcor Injury Triage is 16 minutes including the introductory recording.

## **Who do injured employees speak to?**

Injured employees speak to Medcor's specially-trained health professionals; these health professionals work under the direction of Medcor's full-time medical director, who is board certified in emergency medicine. The health professionals use proprietary software and patented triage methods to assess injuries and make the best recommendation for care.

## **Do your health professionals speak any languages in addition to English?**

Medcor has a staff of bi-lingual English/Spanish health professionals and in-house Spanish translators. For other languages, a translation service can be brought into a call. Over 200 languages are available.

## **When health professionals recommend self-care, can employees still request to see their own doctor?**

Absolutely. The service does not deny employees their right to medical care; however, it is intended to provide employees with evidence-based clinical information to aid them in making the best decision for their medical care. In states/jurisdictions where the employer dictates treatment, Medcor appropriately educates the employee of the state's special requirements.

## **If a recommendation for care is made to a designated medical facility, what information do employees need to take with them?**

No further information is necessary. Medcor will automatically fax an injury alert form to the designated medical facility prior to the injured employee's arrival.

## **Is Medcor Injury Triage acting as our workers' compensation claims examiner?**

No. Medcor Injury Triage is a pre-claim telephonic injury assessment service. If appropriate, Medcor will fax over necessary information to your TPA or insurer.

### **What do we do if the injured employee is a minor?**

Each employer should follow its own procedures for managing injured employees who are minors. Medcor does not require parental consent for triage, but medical providers at offsite facilities may require parental consent before treating employees who are minors.

### **Are the calls recorded?**

All calls are digitally recorded for quality assurance and to accurately document the facts of the injury. Callers are notified that the call is recorded, and they consent to the recording by participating in the call.

### **Is the service available for non-work-related injuries?**

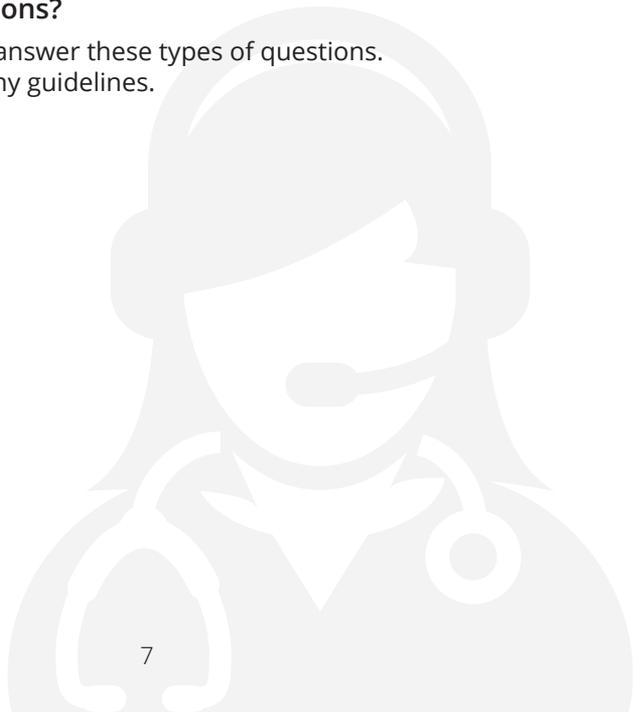
No. You should follow your company guidelines for non-work injuries.

### **Should we call Medcor Injury Triage if a guest is injured at our location?**

No. You should follow your company guidelines if a guest is injured at your location.

### **Should I call Medcor with billing, payment, insurance, or authorization questions?**

No. Medcor is not able to answer these types of questions. Please follow your company guidelines.



# SAMPLE TRIAGE INCIDENT REPORT



## Workplace Injury Triage & Reporting Confidential: Incident Report

Call Reference Nbr	Initial Call Reference Nbr
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Company Location		
Company Name & Address	Location Name & Address / Off-Premises Address	Special Client Information
Location Phone	Location Fax	Client Incident Nbr

Caller		
Name	Title	Callback Phone

Additional Caller Info
Was employee present during call?

Employee Demographics	
Last Name	Date of Birth
First Name	SSN
Middle Initial	
Home Address	Marital Status
Home Phone	Dependents
Mobile Phone	Sex
Email	

Employment	
Employee ID	Date of Hire
Occupation	Status
Division	
Base Location	Shift
Department	
Supervisor	

Incident Report					
Incident Date	Call Date	Date Rpt'd to Mgmt	Shift Start Time	Incident Location	
Incident Time	Call Time	CST			

Injury & Recommended Action
Nature of Injury - Body Part
Mechanism of Injury
Care Recommendation
Employee Decision
Employee Decision De initiation
Recommended Action

Care Recommendation	
Recommended for Care?	
If recommended for care, was the provider in client's designated network?	
If no, why?	
Primary Provider Name & Address	
Provider Phone	Provider Fax
Secondary Provider Name & Address	
Provider Phone	Provider Fax

Date and Time Report Printed:

Incident Report Page 1

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# SAMPLE SELF-CARE INSTRUCTIONS



## Self-care Instructions Oral Injury



Location: Store 45678 Green Bay

These instructions were generated based on the information you provided during your triage call.  
Please call us if you have any questions or concerns about your condition or if you get worse.

Call Reference #  
990000

### Oral Injury Overview

Injuries to the mouth are very common and can occur from being struck in the mouth or from our teeth injuring the soft tissue of our lips, cheeks or tongue. Often symptoms may resolve on their own. However, self-care measures may help to relieve discomfort and symptoms more quickly. Here are some things you can try to help your injury heal faster and reduce the risk for infection. It is important to watch for signs and symptoms (see "Signs and Symptoms to watch for") that could suggest development of more serious problems, like infection.

### Self-care

1. Rinse your mouth with water after you finish eating. This will remove any pieces of food that may irritate or get stuck in the wound.
2. Avoid spicy and salty foods until the wound in your mouth heals. Salty or spicy foods can irritate the wound and increase your pain.
3. Sucking on ice or a popsicle can provide quick and temporary pain relief.
4. Regular Strength Acetaminophen (Tylenol) or Naproxen (Aleve) may be taken for pain. Take these medications as recommended on the package instructions. Please review the following warnings. Discuss with your doctor if you have questions or any of the conditions listed below.

 **WARNING!** Do NOT take naproxen if:

- You are pregnant.
- You are allergic to aspirin.
- You have ever had asthma, gastritis, an ulcer, or bleeding from your rectum or stomach.
- You are on blood thinners such as aspirin, Coumadin (warfarin), Lovenox or Plavix.

 **WARNING!** Do not take acetaminophen if:

- You have liver problems.
- You drink more than 2 alcoholic drinks each day.

 **WARNING!** An adult should NOT take any more than 2 regular strength acetaminophen (325mg) four times a day. Be careful when combining medicines because many contain acetaminophen.

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For further questions or concerns call **«InboundPhone»** 24 Hours A Day – 7 Days A Week

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Health Navigation

**Worksite Health & Wellness**

Occupational Health Clinics  
Primary Care Clinics

**Construction Health & Safety**

Onsite & Mobile Health Clinics  
Safety Staffing & Training

**Injury Triage**

For Employers  
For Insurance Carriers

**Special Operations**

Special-purpose & Remote Clinics  
Disaster Response

**Carepath Networks**

Medcor Telemed

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