

# TELECOMPCARE

## WORKERS' COMPENSATION PROGRAM!



Report your injury to your supervisor



Call 1-866-323-4227 and speak with a TCC Registered Nurse



Provide TCC # (10094) to the Registered Nurse

### BENEFITS



- When a workplace injury occurs, workers will call the TeleCompCare Contact line and a triage nurse will answer (available 24/7/365), provide an initial assessment of the injury and evaluate the type of medical care that is appropriate.
- If further treatment is indicated (and it's not urgent), injured workers can be referred to one of TeleCompCare's certified occupational physicians, who can perform a telemedicine visit virtually without having to leave the workplace!
  - Injured workers avoid lost time from work for driving to and from appointments and dealing with waiting room delays.
- By connecting employees to appropriate quality care, TeleCompCare can help prevent a minor injury from becoming more complicated.



# TELECOMPCARE WORKFLOW



## WORKPLACE INJURY

Employee reports injury to supervisor

If no treatment requested & you just need to file a claim:

- Report online via portal like normal OR
- Call TCC Phone # and select prompt 2. Will need policy #

Supervisor instructs employee to speak to nurse for care. Supervisor provides the following to the employee:

- TCC Phone (24/7/365) # 866-323-4227 \*Over 200 languages available!
- TCC Account # 10094
- Policy holder name: Albemarle County School Board

Employee calls triage and selects prompt 1

If applicable, supervisor will direct employee to a drug testing facility



### Self-Care

Triage nurse will provide self-care instructions to employee after telephonic assessment

Triage nurse will follow up with employee within 24 hours to confirm symptoms improved



### Face-to-Face MD Appt

Employee is transferred to an agent to assist with locating local provider (refer to ACPS Panel of Physicians form)

Employee is referred to the preferred occupational provider and notes from the RN are sent to the clinic

Employee is transferred to agent to obtain additional information for claim creation

Triage nurse report emailed to employer and AF Group

AF Group enters First Notice of Injury into claim system



### Telemedicine

Employee is transferred to an agent who can assist with telemedicine app download

Employee is referred to the preferred occupational provider and notes from the RN are sent to the clinic

Employee complete telemedicine visit

- Will receive summary and return to work note via email
- If imaging, PT, or medicine equipment is needed, and agent will be in touch within 1 hour to coordinate