



Nurse Triage Service  
Available 24/7  
1-866-453-5216

## Appropriately Address Non-Emergent Workplace Injuries From the Jobsite

30%

of Idaho callers were  
able to return to work  
without needing  
medical care

### The SIFCare Advantage

- Many calls are resolved with first aid, reducing the number of claims reported and the time and expense of visiting a medical facility.
- Translators are available in over 200 languages.
- All calls are recorded to aid in claim processing and fraud prevention.
- SIFCare does not replace 911 for an emergency or life-threatening injuries.

### Frequently Asked Questions

• **Who should place the call?**

Supervisors should call SIFCare with the injured worker as soon as possible after the injury. Once initiated, the triage nurse may ask to discuss the injury with the worker privately.

• **What information will the triage nurse need?**

It's best to have the insured's business name and location, the injured worker's information, and details about the cause and nature of their injury.

• **Where should the call be placed?**

We recommend a quiet, private space to allow the injured worker privacy to discuss their injury and health concerns.

• **What is the average call time?**

On average, calls to SIFCare last about 20 minutes.

• **What if the injured worker's symptoms worsen?**

They may call SIFCare back with questions, concerns, or if symptoms worsen. Injured workers may visit a doctor after the call even if the triage nurse recommends self-care.

• **Can the injured worker still see a doctor?**

Yes. While the Triage Nurse will provide medical recommendations based on the cause and nature of the injury, injured workers may also seek medical care if they so choose.

• **When is SIFCare available?**

SIFCare is available 24/7, including holidays.

• **Will I still need to complete a First Report of Injury (FROI)?**

The SIFCare Triage Nurse will begin filling out a FROI form. Your SIF Claims Examiner and the Supervisor will receive a copy of the partially completed FROI. SIF may call to confirm some information.



**Ready to get started with SIFCare? Talk to your Claims Examiner or Business Development Executive today.**

Reliable. Innovative. Relationship Driven.

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