

ON-LINE INJURY MANAGEMENT



Medcor On-Line Guidebook

1-800-775-5866



OVERVIEW: THE PROBLEM

Responding to work-related injuries is very challenging:

- Supervisors who respond to injuries often lack proper medical training or experience to determine the seriousness of an injury and the appropriate response.
- Minor injuries such as strains and sprains that would respond favorably to appropriate on-site first aid are often referred off-site for care that is more expensive and more time-consuming, but no more effective.



OVERVIEW: THE PROBLEM

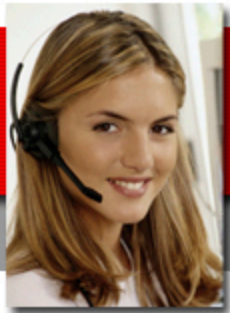
- Off-site clinics and hospitals often are not familiar with the workplace environment, first-aid options, or modified duty or return to work programs.
- When injured employees are referred to a clinic or hospital, they often become caught up in a system of care that thrives on increased utilization. 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.



OVERVIEW: THE SOLUTION

Medcor On-Line provides a simple and effective way to address the challenge of managing work-related injuries.

- Immediate access to medical professionals for injured employees and their supervisors, 24 hours a day, 7 days a week.
- Sound clinical decisions about when first aid is appropriate and when referrals are necessary.
- Consistent treatment decisions and documentation of injuries.



OVERVIEW: THE SOLUTION

- When off-site referrals are necessary, directing 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.



THE TRIAGE CALL PROCESS

How It Works:

When an employee is injured at work these steps should be followed.

1. **Injury Occurs:** The injured individual should immediately contact his or her supervisor on duty. Medcor On-Line provides triage suitable for most injuries, but it is not a 911 system for life-threatening situations.



THE TRIAGE CALL PROCESS

Supervisors should always call 911 for any potentially life-threatening situations.

These 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!



THE TRIAGE CALL PROCESS

- 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 to this guidebook. If the supervisor is unavailable, the injured employee can call the Medcor On-Line center directly. To be most beneficial, the call should be made as soon as possible after the injury occurs.



THE TRIAGE CALL PROCESS

- 3. Injury Assessment:** A medical professional will answer the call and speak with the supervisor first, then privately with the injured employee. Following specially designed protocols, the clinician will determine the seriousness and nature of the injury, and the best way to address it. Depending on the situation, the employee may be guided in first aid (“self-care”) and allowed back to work, may be returned to modified duty, or may be referred off-site to a Designated Medical Facility for further evaluation or treatment.



THE TRIAGE CALL PROCESS

- 4. Treatment Recommendations:** If the injured employee can safely return to work, the medical professional will provide first aid (“self-care”) instructions to the employee. Self-care instructions may be faxed to the employee. At the conclusion of the call, the clinician will speak with the supervisor again to explain any modified duty and/or first aid recommendations.



THE TRIAGE CALL PROCESS

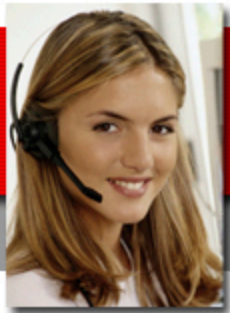
- 5. Required Caller Information:** Whenever a triage call is placed, certain information must be collected to properly identify the patient and to complete the reporting requirements. This information is kept confidential and is only released to those who have a right to access it. This information is typically forwarded to the employer's workers' compensation claims administrator within one hour of the call so they can assume management of the case.



THE TRIAGE CALL PROCESS

The required information includes:

- Company & facility
- Injured employee's name, department, supervisor and work phone number
- Employee's home phone number (for follow-up, if necessary)
- 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 injured occurred
- Incident location
- Description of how the injury occurred



THE TRIAGE CALL PROCESS

- 6. Referral Off-Site:** During the triage call, the clinician may determine that the employee should be referred off-site for further evaluation or treatment or the employee may request to be referred off-site. If a referral is made, the clinician will encourage the employee to go to a “Designated Medical Facility” in the area, which has been pre-selected by your company. The clinician will speak to the supervisor again at the end of the call to explain the referral recommendation.



THE TRIAGE CALL PROCESS

- 7. Post-Injury Resource:** At the end of the call, the employee should be given the Medcor On-Line toll free number so he or she can call back with any questions, or if symptoms change or worsen. This way, the employee has 24-hour access to a health care professional.



THE TRIAGE CALL PROCESS

- 8. Call Confirmation:** Medcor On-Line staff will provide the caller with a unique call confirmation number. This number can be used to validate that the call was placed and for tracking and reference purposes. Supervisors who participate in a call to the triage center should not hang up without receiving a call confirmation number.



THE TRIAGE CALL PROCESS

- 9. Injury Reports:** After each new injury call, Medcor On-Line will fax or email a “Triage Report” to the company’s designated recipient(s). This service is performed whether or not the employee is referred off-site. If an off-site referral is made, additional reports may be sent to the company’s designated recipients.



THE TRIAGE CALL PROCESS

10. Follow-up Calls: Depending on the type of injury the employee has sustained, a clinician may place a follow up call to the injured employee approximately 24 to 48 hours after the initial call to determine if the employee's condition is improving, has remained the same, or is worsening. A course of action is then recommended to appropriately address the employee's healthcare needs.



THE TRIAGE CALL PROCESS

- 11. Changes in Medical Condition:** Injured employees are encouraged to phone the Medcor On-Line service at any time about any changes in their condition should they feel it necessary.



THE TRIAGE CALL PROCESS

- 12. If the Toll-free Line is Busy:** Please advise all parties involved that if by chance, all nurses are busy with other calls, the caller has the option to leave a voice mail or to remain on hold for the next available medical professional. Listening carefully to the entire recorded disclaimer is of paramount importance.



THE TRIAGE CALL PROCESS

If you decide to leave a voice mail message, please provide the following information so the next available nurse can call back:

- Your name
- The name of the company you are calling from
- The injured employee's name
- The type of injury
- A phone number with the area code and extension where we can contact the employee
- **NOTE:** If the injury appears severe, the caller is to contact 911 and not wait on hold.

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**Thank you for
your time.**