

Medcor Triage Process

Confidential

Help within Seconds: How Medcor Triage Works

Medcor's nurse triage service is available 24/7/365 via a toll-free line answered by our team of experienced occupational medicine RN's. The average call length is about 14-18 minutes (excluding translation).

The process is simple and straightforward:

STEP ONE

Employee informs supervisor of injury.

STEP TWO

If injury is not life-threatening, supervisor telephones Medcor Triage 24-hour toll-free number.

STEP THREE

Medcor's experienced medical professional asks appropriate questions using a proprietary protocol developed by Medcor's medical director, based on experience handling more than one million workplace injuries and illnesses. (Translation services are available as well.)

STEP FOUR

The Medcor Triage medical professional recommends a course of action including:

- On-site first-aid treatment procedures, or (if needed)
- Referral to a designated medical facility for treatment

STEP FIVE

The Medcor Triage nurse alerts the medical provider of the patient's expected arrival to help ensure continuity of care and cost-effective treatment.

STEP SIX

The Medcor Triage nurse enters relevant information into a database for company reports and access by designated employer company managers.

STEP SEVEN

Medcor issues reports according to the client's customized requirements, such as:

- First Report of Injury for workers' compensation (if referred to outside medical)
- Company's OSHA Log updates
- Report to company safety officer, to trigger accident investigation and preventive measures
- Report to company risk manager and/or insurance carrier or TPA