



## 24/7 INJURY TRIAGE

Systems-Driven Assessment & Reporting



Current New Agents			Current Status Agents		
Total Agents	Idle	ACD	Total Agents	Idle	ACD
25	0	17	40	0	21
Calls Waiting			Calls Waiting		
0	Longest Waiting Call: 0		0	Longest Waiting Call: 0	
Name ACD			Name ACD		
0	Outbound	8	0	Outbound	19
Unavailable			Unavailable		
0			0		
Assessment			Assessment		
0	21		0	19	
Agent Churn			Agent Churn		
1.7	Req. Time to Rehire: 98(30.20)		1.84	Req. Time to Rehire: 98(30.14)	

Primary Algorithm Name / Change Section	Second Algorithm Name Section	Third Algorithm Name Section	Fourth Algorithm Name Section
Question A Clarifications / Quantity	Question A Clarifications / Quantity	Question A Clarifications / Quantity	Question A Clarifications / Quantity
Question B Clarifications / Quantity	Question B Clarifications / Quantity	Question B Clarifications / Quantity	Question B Clarifications / Quantity
Question C Clarifications / Quantity	Question C Clarifications / Quantity	Question C Clarifications / Quantity	Question C Clarifications / Quantity
Question D Clarifications / Quantity	Question D Clarifications / Quantity	Question D Clarifications / Quantity	Question D Clarifications / Quantity
Question E Clarifications / Quantity	Question E Clarifications / Quantity	Question E Clarifications / Quantity	Question E Clarifications / Quantity
Question F Clarifications / Quantity	Question F Clarifications / Quantity	Question F Clarifications / Quantity	Question F Clarifications / Quantity
Question G Clarifications / Quantity	Question G Clarifications / Quantity	Question G Clarifications / Quantity	Question G Clarifications / Quantity
END	END	END	END



## Preventing Unnecessary Claims and Costs

When workplace injuries happen, determining the right level of care at the right time is critical. Medcor's Injury Triage is a 24/7 nationwide pre-claim service. It uses evidence-based medicine, proprietary technology and patented methods to assess injuries and determine the best treatment level.

This simple process resolves many cases with first aid alone, helping to prevent unnecessary ER and doctor visits and their associated costs. When just first aid is needed, Injury Triage provides injured workers with helpful self-care instructions. The average triage call is 16 minutes, which means that employees who only require first aid can get back to work soon.

For more serious cases, Medcor's Injury Triage system directs injured workers to the appropriate level of care. Referrals, either for telemedicine or to an offsite facility, are made in each employer's own network or panel of providers. Because employees receive the right level of care at the right time, and because of better network utilization, claim costs are significantly lower. Additionally, when employees receive attention for their injuries immediately, litigation rates are often reduced.

### Final Results After Triage Call



- IN-NETWORK REFERRAL BY MEDCOR 55.1%  
*(49.2% referred on initial call and 5.9% referred on follow up calls)*
- SELF-REFERRED BY PATIENT AFTER TRIAGE 2.4%

## Recorded Calls and Translation Help

Medcor records each call in its entirety for case documentation, quality assurance and fraud deterrence. When translation help is needed bilingual staff and interpreters are readily available.

## Rapid Reporting

After each call, Medcor's software automatically sends detailed reports, customized for each client. Within minutes, all incidents are reported to safety, HR, claims and risk management staff as directed by the client. Case managers and adjusters learn about new claims in time to be proactive, safety managers are alerted to start investigations and first reports of injury can be handled for all 50 states.

When referrals are made, providers are notified in advance to ensure coordination of care and to emphasize the company's return-to-work policy. Clients can access their data enterprise-wide over a secure website to analyze trends. Medcor's triage system safeguards the privacy of protected health information.

## Injured Worker Satisfaction

Ninety-eight percent of injured workers agree with the recommendations that Medcor's system provides.

### Industries Served

Medcor's Injury Triage is compatible with all insurance brokers, carriers, captives, pools, groups, claims administrators and other services.

- Construction
- Distribution
- Entertainment
- Grocery
- Healthcare
- Hospitality
- Manufacturing
- Mobile Workforces
- Municipalities
- Restaurants
- Retail Chains
- Schools
- Service Organizations
- Temp Staffing & PEOs
- Transportation
- Many More

# HEALTH NAVIGATION

## Patented Triage Method

Employers and employees alike can be confident that Medcor's assessment methods successfully recommend the most appropriate level of care for an employee injury or illness. Our triage method is systems-driven, using evidence-based medicine. Triage decisions do not rest on the individual judgements of health professionals but rather, triage recommendations are made using proprietary systems and algorithms. Medcor holds four U.S. patents for our unique triage method as well as multiple foreign patents.

## Innovative Health Navigation

Medcor's Injury Triage navigates callers to the best course of action. We have been delivering this valuable decision support since 1997 and have successfully handled more than 2.5 million calls. We continue to set the standard for triage performance.

## Transparency and Independence

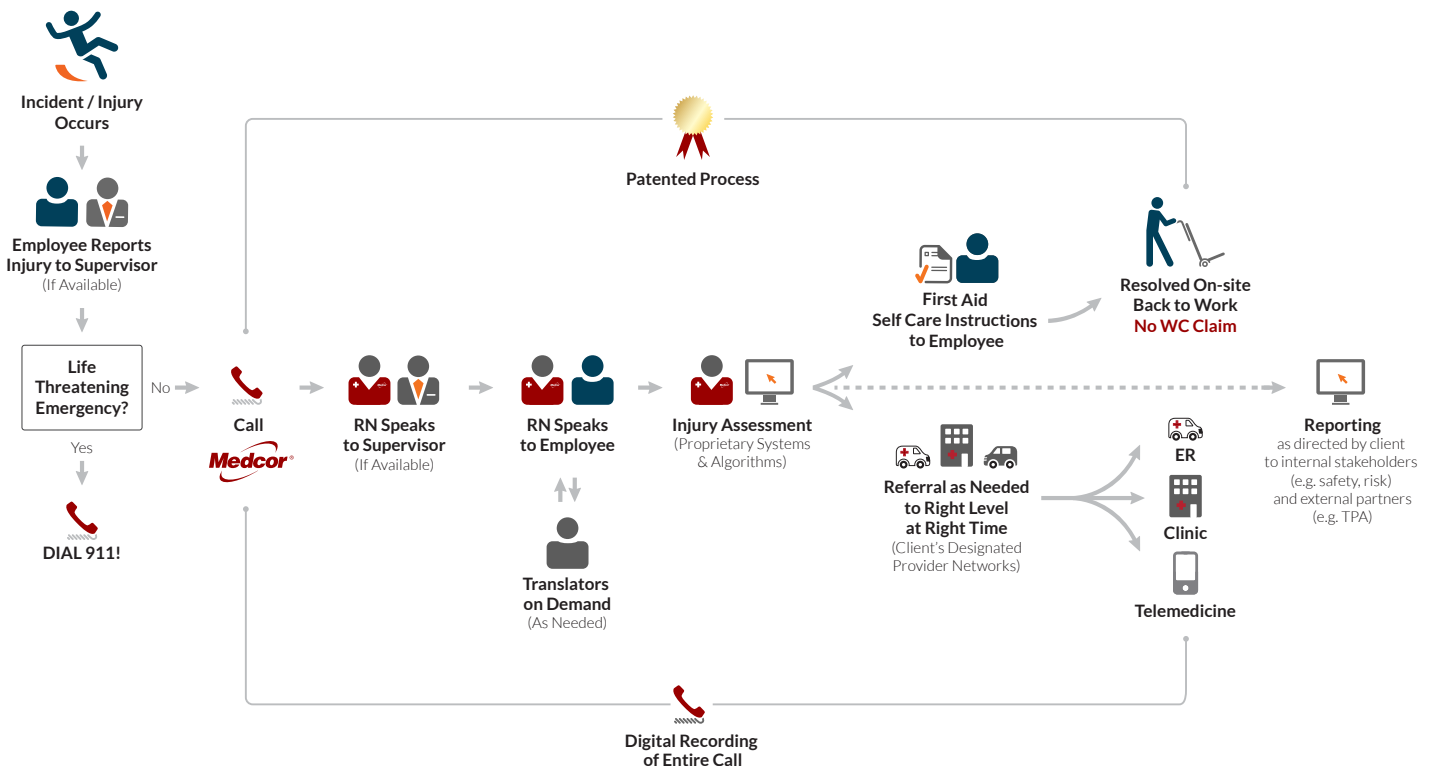
Medcor's services are transparent, portable and free from conflicts of interest. Unlike TPAs who provide triage and generate revenue from claims, Medcor does not earn any revenue by managing claims.

Because we do not operate claims-driven clinics or insurance services, we do not gain benefit from these referrals. This independence ensures that our incentives are aligned with clients' goals. This independence also allows us to work cooperatively with all client provider networks.

## Triage to Telemed

Medcor's Injury Triage assessment methods determine when a caller's condition can benefit from telemedicine. When a recommendation for telemedicine is made, Medcor Telemed™ fits seamlessly into the triage process, enabling employees to speak with physicians, get prescriptions they may need and when appropriate, obtain modified or alternate duty instructions for returning to work. Medcor Telemed is available 24/7 in all 50 states.

## Injury Triage Pre-claim Process





## Health Navigation

### **Worksite Health & Wellness**

Occupational Health Clinics  
Primary Care Clinics

### **Construction Health & Safety**

Onsite & Mobile Health Clinics  
Safety Staffing & Training

### **Special Operations**

Special-purpose & Remote Clinics  
Disaster Response

### **Telehealth**

Triage for Employers  
Triage for Insurance Carriers  
Telemed

### **Health Security**

Screening & Return-to-Work Clearance  
Testing & Exposure Management  
Compliance Officers

### **Medcor, Inc.**

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