



# TELEHEALTH

Injury & Illness Triage

# Triage is not a commodity...it's a necessity!

The unfortunate reality is that workplace injuries happen. When that occurs, employers, supervisors and most importantly the injured employee need the right medical guidance immediately. Medcor's experience in the pre-claim triage industry has been unmatched since 1998. We deliver consistent injury triage service to thousands of satisfied clients and help employers avoid costs associated with care, claims and litigation following workplace injuries.



## Pre-Claim Injury Triage

Getting the right medical advice as soon as an injury happens is critical for achieving the best employee outcomes and managing costs. When injured or ill workers call Medcor's triage they directly speak with a specially trained health professional, and Medcor's triage service model recommends the best practices for handling workplace injuries responsibly. When employees need offsite care, Medcor makes referrals to our clients' preferred providers, ensuring claims start off on the right track in-network.



## The Cost and Lost Productivity of Not Having Pre-Claim Triage

Year after year, many claim industry studies report the same outcome — a properly designed, well-staffed and trained and solely focused triage service reduces incurred costs, litigation rates and claim open times. Medcor's consistent results make the program not only self-funding, but also creates savings!

# 100%

of a triage nurse's focus is on triage calls — this is their only job.

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# 3.1-8.1

is the average return clients see on their investment.

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# 40%

or more of injuries are resolved without offsite care.



## So how does Medcor promise a better outcome and deliver these great results?

Medcor holds four U.S. patents for injury triage that interact together to assess injuries and allow for unique client customizations. Utilizing evidence-based medicine combined with our proprietary system and patents ensures clinically safe and consistent recommendations. The system records each call and automatically sends detailed reports to all stakeholders within minutes of the call's conclusion.

Complete and effective documentation of an injury can be helpful in a claim investigation, but what about the security and integrity of employee protected health information? As a healthcare provider, Medcor is dedicated to meeting the highest standards of information and data integrity. We meet these standards by maintaining SOC II Type II certification. The security of our clients' data is of the utmost importance.

Delivering high-quality triage has many moving parts and requires focus and commitment. Triage needs to evolve with changes in healthcare, workers' compensation, technology and your business to be most effective. Our operating system reviews and enhancements, data security and maintenance also help keep our triage program cutting-edge so your injured workers get the best care and return to work efficiently.

**If you are considering triage for your business, contact us about your needs and we'll show you how we can help!**



Learn how Medcor's injury triage solution can benefit you and your employees. **Contact [sales@medcor.com](mailto:sales@medcor.com).**



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