

ON-LINE INJURY TRIAGE



Medcor On-Line User Guidebook

(800) 775-5866

24 hours / 7 days a week

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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.
- Off-site clinics and hospitals are often 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.

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.
- 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.

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

Potentially 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!**

If 911 is called, supervisors should call Medcor On-Line after the incident to report the injury.

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 of 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.
3. **Injury Assessment:** A nurse will answer the call and speak with the supervisor first, then privately with the injured employee. Following specially designed protocols, the nurse will determine the seriousness and nature of the injury, and the best way to address it. Medcor can access interpreters to assist with over 200 languages when necessary. Depending on the situation, the employee may be guided in first aid (“self-care”), allowed back to work, or may be referred off-site to a Designated Medical Facility for further evaluation or treatment.

The Triage Call Process (cont.)

4. **Treatment Recommendations:** If the injured employee can safely return to work, the nurse will provide first aid (“self-care”) instructions to the employee. Self-care instructions may be faxed or emailed to the employee. At the conclusion of the call, the nurse will speak with the supervisor again to explain any first aid recommendations.
5. **Triage Report 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 minutes of the call so they can assume management of the case. 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
6. **Referral Off-Site:** During the triage call, the nurse 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 nurse will encourage the employee to go to a “Designated Medical Facility” in the area, which has been pre-selected by your company. The nurse will speak to the supervisor again at the end of the call to explain the referral recommendation. The nurse may also provide “interim self care” instructions for the employee to follow until he or she sees a physician.
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 (cont.)

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.
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 medical facility.
10. **Follow-up Calls:** Depending on the type of injury the employee has sustained, a nurse 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. Employees may call Medcor On-Line again if their condition worsens or if they have questions about their triage.
11. **Waiting to Speak with a Nurse:** All calls are answered first by the triage phone system which plays a brief message for callers. Listening carefully to the entire message is very important. After the recording, callers are connected with a nurse. Most of the time, a nurse is available immediately with no waiting. In rare instances, a caller may have to wait for a few minutes because all nurses are busy with other callers. If this happens, the caller has the option to remain holding or to leave a voice mail message so the next available nurse can call back. If you decide to leave a message, please provide the following information:
 - 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.

Frequently Asked Questions

- 1. What is the average length of a call to Medcor On-Line?**
The average call to Medcor On-Line is 8-12 minutes including the introductory recording.
- 2. How is your call center staffed?**
The call center is staffed with registered nurses 24/7, under the direction of Medcor's full-time medical director. The Medcor On-Line medical director is board certified in emergency medicine.
- 3. Do your nurses speak any other language besides English?**
If a language barrier exists, a translation service is quickly brought into the call. Over 220 languages are available.
- 4. If the nurse recommends self-care, can the employee still request to see their own doctor?**
Absolutely. The service does not deny employees their right to medical care, however, it is intended to provide employees with expert information to aid them in making the best decision for their medical care.
- 5. If a referral is made to a designated medical facility, what information does the employee need to take with them?**
No further information is necessary unless your company requires specific paperwork. The Medcor On-Line nurse will automatically fax or email an injury alert form to the designated clinic prior to the injured employee's arrival.
- 6. Is Medcor On-Line acting as our workers' compensation claims examiner?**
No. Medcor On-Line is a telephonic injury management service. If appropriate, the Medcor On-Line nurse will fax or e-mail the necessary information to the claims examiner.
- 7. What do we do if the injured employee is a minor?**
Parental consent is necessary prior to treating a minor. The minor's legal guardian should be contacted prior to calling Medcor On-Line.
- 8. Are the calls recorded?**
All calls are digitally recorded for quality assurance and to accurately document the facts of the injury.
- 9. Is the service available for non-work related injuries?**
No, you should follow your company guidelines for non-work related injuries.
- 10. Should we call Medcor On-Line if a guest is injured at our location?**
No, you should follow your company guidelines if a guest is injured at your location.

Sample: Triage Report

Medcor On-Line

Triage Report

Call Confirmation #:

Report Date:

Confidential

Insurance Company Reference #

Worker's Compensation Incident Report

Company (Name, Address, Phone Number, Fax Number):

Phone:

Fax:

Employee Information

| | | | | | |
|----------------|---------------|------------------|-----------------------|---------|------------------|
| Last: | First: | Middle Initial: | Sex: | SSN: | Employee Number: |
| Street: | | | City: | State: | Zip: |
| Date of Birth: | Date of Hire: | # of Dependents: | Telephone No. (Home): | Status: | Marital Status: |
| Department: | | | Division: | Shift: | |
| Supervisor: | | | Occupation: | | |

Incident / Report Information

| | | | | |
|----------------|----------------|--------------|--------------|--------------------|
| Incident Date: | Incident Time: | Report Date: | Report Time: | Incident Location: |
|----------------|----------------|--------------|--------------|--------------------|

Injury and Treatment Information


| | |
|------------------------------------|--|
| Nature of Injury / Body Part: / | |
| Treatment: | Disposition: |
| Referred? | Designated / Preferred Medical Facility? |
| Phone : | Medcor Medical Professional: |

Additional Safety Questions

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Sample: Self-Care Instructions

| | | |
|---|-------------------------------|---------------------|
|  | Self-Care Instructions | |
| Name: Site: | Open Wounds | Page: 1 of 3 |
| These self-care instructions are recommended for you at this time based on the information you provided during your triage call. Please contact us if you have any questions or concerns about your condition or if your symptoms worsen. | | |

Overview:

Are you Diabetic? Do you have a puncture wound to the foot or any other wound to the hands or feet? Both types of wounds are more likely to become infected and must be carefully watched for infection as they heal. Any wound can become infected, so it is important to look for the symptoms listed below.

Treatment:

1. Wounds should be cleansed immediately, and then twice daily with mild soap and water
2. Bacitracin antibiotic ointment should be applied after cleansing
! WARNING: Antibiotic ointments containing neomycin, such as Neosporin, may cause topical allergy!
3. Gauze or a Band-Aid should be used to cover the wound.
4. Plain Acetaminophen (Tylenol) should be adequate for pain control.
5. A tetanus shot is needed if:
 - It has been over 10 years since your last tetanus shot, or
 - It has been over 5 years since your last tetanus shot AND your wound was dirty, OR over six hours old before it was thoroughly cleaned

Call back right away or see a medical provider for:

- Signs of infection:
 - Increased tenderness
 - Swelling
 - Pain
 - Warmth
- Loss of motion
- Loss of sensation
- Pus
- Discharge
- Fever
- Redness or red streaks about the wound

For further questions or concerns call 24 Hours A Day - 7 Days A Week

These self-care instructions are intended for use only by the person they were originally issued to. These instructions should not be used for other persons or situations without proper medical assessment and direction. Copyright © 2004 Medcor, Inc. All Rights Reserved. No part of this document may be reproduced, stored in a retrieval system, or transmitted in any format or by any means, electronic, mechanical, photocopying, recording or otherwise, without prior written permission from Medcor.



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