Workers' Compensation trust®

Trust TeleCare

WORKPLACE INJURY TRIAGE & REPORTING
USER GUIDEBOOK

24 HOURS / 7 DAYS A WEEK

(866) 730-1143

Partnering With Medcor To Bring The Best In Health Care To The Workplace

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OVERVIEW

The Problem

Responding to work-related injuries is challenging:

- Employees who work alone or in small worksites have limited access to immediate medical assistance in case of injury.
- Supervisors who respond to injuries often lack proper medical training or experience to determine the seriousness of the 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, modified duty, or return-to-work programs.
- When an injured employee is referred to an out-of-network clinic or hospital, they often become caught up in a system of care that thrives on increased utilization. This can lengthen the employee's 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

Trust TeleCare 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, seven 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, employees are directed 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.

How It Works

Note that this service is only for *employees* who are injured at work and should not be used for clients or customers of your company. Trust TeleCare provides triage suitable for most injuries, but is not a 911 system for life-threatening situations.

1. **When Employee Injury Occurs:** If a supervisor is on-site, the injured employee should immediately contact the supervisor. If no supervisor is available, the injured employee should contact Medcor's triage service directly.

Always call 911 first for any potential 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, the employee or supervisor can call Trust TeleCare after the incident to report the injury.

2. **Placing the 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 Trust TeleCare service 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.

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 to the employee. If internet access is available at your workplace, self-care instructions may also be available online. At the conclusion of the call, the nurse will speak with the supervisor again to explain any first aid recommendations.

5. **TeleCare Report Information:** Whenever a triage call is placed, certain information must be collected to properly identify the employee 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 incident. The required information includes:

    - Company and facility location
    - Injured employee's name, department, supervisor, and work phone number
    - Employee's home phone number (for the 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 and date of birth
    - Time and date when the injury occurred
    - Incident location
    - Description of how the injury occurred

6. **Referral Off-Site:** During the TeleCare call, the nurse may determine that the employee should be referred off-site for further evaluation or treatment. The employee may also 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 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 they see a physician.

7. **Post-Injury Resource:** At the end of the call, the employee should be given the Trust TeleCare toll-free number so they can call back with any questions, or if symptoms change or worsen. This way, the employee has 24-hour access to a healthcare professional.

8. **Call Confirmation:** Trust TeleCare staff will provide the caller with a unique call confirmation number. This number can be used to validate that the call was placed, and it can be used for tracking and reference purposes. Supervisors who participate in a call to the TeleCare center should not hang up without receiving a call confirmation number. The call confirmation number is also located on the TeleCare incident report.

9. **Injury Reports:** After each new injury call, Trust TeleCare will fax or email a TeleCare incident 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:** Trust TeleCare staff members strongly encourage employees to call back with any questions, changes in conditions, or concerns. Trust TeleCare is available 24 hours a day, seven days a week.

11. **Waiting to Speak with a Nurse:** All calls are answered first by a digital 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 voicemail 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 Medcor can contact the employee
    - **NOTE: If the injury appears severe, call 911 immediately! DO NOT wait on hold for a Trust TeleCare nurse.**

FREQUENTLY ASKED QUESTIONS

1. **What is the average length of a call to Trust TeleCare?**
   The average call to Trust TeleCare is 15 minutes including the introductory recording.

2. **How is your call center staffed?**
   The call center is staffed with registered nurses 24 hours a day, seven days a week, under the direction of Medcor's full-time medical director, who 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 200 languages are available.

4. **When nurses recommend self-care, can employees still request treatment at the employee's designated facility?**
   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. If employee does seek treatment, they must follow the rules of their employers medical care plan if one has been established.

5. **If a referral is made to a designated medical facility, what information do employees need to take with them?**
   No further information is necessary unless your company requires specific paperwork. The Trust TeleCare nurse will automatically fax an injury alert form to the designated clinic prior to the injured employee's arrival.

6. **Is Trust TeleCare acting as our workers' compensation claims examiner?**
   No. Trust TeleCare is a telephonic injury assessment service. The Trust TeleCare nurse will fax or email the necessary information to the Trust for proper handling by a claims examiner.

7. **Are the calls recorded?**
   All calls are digitally recorded for quality assurance and to accurately document the facts of the injury. Callers are notified that the call is recorded and they consent to the recording by participating in the call.

8. **Is the service available for non-work-related injuries?**
   No, you should follow your company guidelines for non-work injuries.

9. **Should we call Trust TeleCare if a guest or client is injured at our location?**
   No, you should follow your company guidelines if a guest or client is injured at your location.

10. **Should I call Trust TeleCare with billing, payment, insurance, or authorization questions?**
    No, Trust TeleCare is not able to answer these types of questions. Please follow your company guidelines.

SAMPLE TRIAGE INCIDENT REPORT

Workplace Injury Triage & Reporting
Confidential: Incident Report

Call Reference Nbr	Initial Call Reference Nbr

Company Location

Name & Address	Name & Address *(Injury Location if different)*	Special Client Information

Company Phone	Company Fax	Client Incident Nbr

Caller

Name	Title	Callback Phone

Additional Caller Info

Was employee present during call?

Employee Demographics

Last Name First Name Middle Initial	Date of Birth
Home Address	SSN
	Marital Status
Home Phone Mobile Phone Email	Dependents

Employment

Employee ID Occupation Division Base Location Department Supervisor	Date of Hire Status Shift

Incident Report — **Triage Agent**

Incident Date Incident Time	Call Date Call Time CST	Date Rpt'd to Mgmt	Shift Start Time	Incident Location

Injury & Recommended Action

Nature of Injury - Body Part

Mechanism of Injury

RN Recommendation
Employee Decision
Employee Decision Definition
Recommended Action

Referral

Referred
If referred, was the provider in client's designated network?
If no, why?

Primary Provider Name & Address

Provider Phone	Provider Fax

Secondary Provider Name & Address

Provider Phone	Provider Fax

Date and Time Report Printed:

Incident Report Page 1

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SAMPLE

Medcor®	Self-Care Instructions	
Call Reference Number: «Name» **Location:** «Site»	**Open Wounds**	**Page: 1 of 3**
These instructions were generated based on the information you provided during your triage call. Please call us if you have any questions or concerns about your condition or if you get worse.		

SAMPLE

Open Wounds 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.

Self-Care

1. Clean your wound right away with soap and lots of water. Continue to clean wounds at least twice daily until the wound heals.
2. Cover the wound with antibiotic ointment like Bacitracin after each cleaning.
   ! WARNING: Antibiotic ointments containing neomycin, such as Neosporin, may cause an allergic reaction!
3. Use gauze or a Band-Aid to cover the wound.
4. **Regular Strength Acetaminophen** (Tylenol), **Aspirin** or **Naproxen** (Aleve) may be taken for pain. Take these medications as recommended on the package instructions. **Please review the following warnings. Discuss with your doctor if you have questions!**
   ! WARNING: Do NOT take aspirin or naproxen if you have ever had asthma, gastritis, an ulcer, or bleeding from your rectum or stomach. Ask your doctor if you can take these medicines if you have one of these conditions.
   ! WARNING: Do NOT take aspirin or naproxen if you are on blood thinners. Examples include Coumadin (warfarin), Lovenox or Plavix. Ask your doctor if you can take aspirin or naproxen if you think you are on a blood thinner.
   ! WARNING: An adult should NOT take any more than 2 regular strength acetaminophen (325mg) four times a day. Be careful when combining medicines because many contain acetaminophen.
   ! WARNING: Acetaminophen should not be taken if you have liver problems or you drink more than 2 alcoholic drinks each day. If you drink or have liver disease, talk to your doctor before taking acetaminophen.
   ! WARNING: Do NOT take naproxen if you are allergic to aspirin.
   ! WARNING: Do NOT take naproxen if you are pregnant.

For further questions or concerns call **«InboundPhone»** 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.
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