

## **MEDCORE INJURY TRIAGE OVERVIEW**

The School District of Cambridge is partnered with Risk Assessment Services (RAS) for workers compensation insurance. A service they provide is an Injury Triage call service where an injured worker speaks with a specially trained health professional within minutes of the injury. Many times the employee leaves the call with at-home care instructions, which is beneficial to both the School District of Cambridge and the employee as it reduces the incidences of unnecessary doctor or urgent care visits, saving the employee time and the district money.

As soon as possible following the injury, the phone call should be made at **1-855-736-9482**; it is available 24/7. All calls are answered first by a digital phone system; listen carefully to the entire message as it is very important. After the recording, the caller is connected to a health professional; most often this occurs immediately, but in rare instances, there may be a brief wait time.

### **ALWAYS CALL 911 FIRST FOR ANY POTENTIALLY LIFE-THREATENING INJURIES!**

- 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 employer should call Medcor Injury Triage after the incident to report the injury.

## HOW THE TRIAGE CALL PROCESS WORKS:

1. **When an Employee is injured:** If a supervisor is onsite, the injured employee should immediately contact the supervisor. If no supervisor is available, the injured employee should contact Medcor's triage service directly.
2. **Placing the Triage Call:** Ideally, the supervisor and injured employee places the call together, however, the injured employee can call themselves. To be most beneficial, the call should be made as soon as possible after the injury occurs.
3. **Injury Assessment:** A specially-trained medical professional will answer the call and speak to the supervisor first (if available) and then privately with the injured employee. The health professional will ask detailed questions about the injury and determine the seriousness and nature of the injury and the best way to address it. Depending on the situation, the employee may be guided in first-aid (self-care) or may receive recommendation to seek offsite care.
4. **Care Recommendations:** If the injured worker agrees to self-care, the instructions will be provided first over the phone and then can be faxed or emailed to the employee. The instructions will also include any signs or symptoms that indicate a need to call Injury Triage again or seek outside medical treatment.
5. **Triage Report Information:** When a triage call is placed, it is necessary for the health professional to gather information 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.
6. **Recommendation for Offsite Care:** During the triage call, the health professional may recommend that the employee receive further evaluation and treatment offsite; likewise, the employee may request to seek additional care. The health professional may also provide interim self-care instructions for the employee to follow until they receive medical treatment.
7. **Post-Injury Resource:** At the end of the call, the employee will be given the Medcor Triage toll-free number to use if symptoms worsen or change.
8. **Call Confirmation:** Medcor's health professionals will provide a unique reference number to the caller. This number is used to validate that the call was placed and will be used for tracking and reference purposes. Do not hang up without receiving a reference number.