

What is the Injury Triage Program through MWCF?



Whenever an employee is hurt on the job, obtaining the best and most appropriate medical care as soon as possible is always the top priority. Fortunately, most on-the-job injuries do not need emergency care and are not life threatening. That being said, we are frequently asked if all incidents require a doctor's visit. Consider the most common injuries reported in your municipality. Many are minor strains, sprains, cuts and bruises. Do those injuries *always* require a trip to the doctor's office or clinic?

NOTE: The Triage Program is NOT designed for medical emergencies or life-threatening injuries.

Currently, a supervisor may be required to follow a strict policy of sending ALL workplace injuries to the doctor as a precaution – even when they suspect after a long wait in the doctor's office, the employee will simply be told to ice it down and take some over-the-counter pain medications for a few days. MWCF has partnered with D&D Occupational Triage, an Alabama-based company, to provide an alternative to some employee trips to the doctor's office. The Triage Program, provided by MWCF through D&D Occupational Triage, gives a better way to handle these very minor injuries via “self-care” directed by a medical provider without a trip to the doctor.

When an employee reports a minor workplace injury, the employer and supervisor can immediately call the Triage Hotline and speak **DIRECTLY** with a Registered Nurse trained and experienced in occupational triage. Unlike a clinic or doctor's office, the Triage Hotline is staffed 24 hours a day, 7 days a week, 365 days a year. The foremost goal of the triage call is to determine the appropriate level of care. Based on occupational triage experience and established protocols, the Triage Nurse will gather specific information, which may require texted or emailed photographs of the injury, to determine whether first-aid/self-care is appropriate or if a referral to a locally designated doctor or clinic – or a specialist or even transport to an emergency care facility – is needed.

The Triage Nurse does NOT make a diagnosis. The Triage Nurse provides recommendations for referral to an approved provider if medical attention is needed or gives detailed instructions on self-care steps the employee can take without a medical referral. Please note that if the employee wants to see the doctor in person, the Triage Nurse will not refuse that request and will arrange for the referral immediately. At the end of the triage call, the Triage Nurse will forward a detailed Triage Report to the designated person with the municipality, the claims adjuster and, if a referral was made, directly to that facility before the employee even arrives. Except for large deductible members, all of this is at **ZERO COST** to your municipality! MWCF will pay for the triage call and, unless follow up medical care is needed, the incident never appears on your claims history.

Significant advantages of the Triage Program:

- Employee receives immediate access to a Medical Professional.
- No need to leave work and endure long delays in a doctor's waiting room.
- Possibly reduces workers comp claims costs.
- Much of the reporting and referral paperwork is done automatically for you.

To learn more about the Triage Program, including how to get enrolled, please contact Kendra Harrington at 1-205-305-9677 for more information.