



Calling Worksite Injury Triage

When and How to Call

- Supervisors should call Medcor Injury Triage with employees when an injury occurs.
(If the injury is potentially life-threatening, call 911 first.)
- Calls are answered by specially-trained health professionals. Translators are available when needed.
- First, supervisors are asked to provide company name and location; then employees speak on the phone privately.
- Employees describe their injury.
- Injuries are evaluated using patented assessment methods.
- Care recommendations are made for the right level of treatment.
- When first aid self-care treatment is recommended, a self-care plan will be reviewed with employees.
- If an employee needs treatment offsite, a designated medical facility in the area will be suggested.
- Before hanging up, supervisors speak on the phone again to learn about the care recommendation.

Benefits of this Service

- 24/7 access to health professionals
- Care recommendations
- Assistance getting the right level of treatment

With Medcor Injury Triage, supervisors do not have to make any medical decisions. Calling Injury Triage gives employees immediate access to health professionals. This way, unnecessary trips for offsite care are avoided and health concerns are addressed right away.

Call
800-775-5866

If life-threatening dial 911!

**Employee
Incident**



**Call Medcor
Right Away**



**Self-care or
Referral
to Provider**

