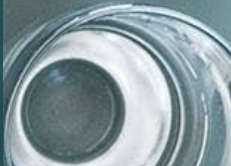




 **TRIAGE**





Reporting a Workplace Accident



How To Report An Accident:

- Employee Gets Hurt–Notify Supervisor
- Supervisor Calls Triage Number – **Available 24/7/365**
- Supervisor Role - Verify Employment & Workplace Accident, 2nd Set of Eyes/Ears, Help Transport
- Injured Employee Speaks with (RN) Triage Nurse
- Triage Nurse Assess Injury & Advise of Treatment Plan
- Triage Nurse Completes FROI & Sends to All Parties
- Entire Conversation by Phone & All Calls are Recorded



A woman in blue scrubs is sitting at a desk in an office. She is looking down at a computer keyboard with her right hand on it. She is also holding a telephone receiver to her ear with her left hand. The background shows a white office cabinet and a window. The text "How Does Triage Work?" is overlaid in white on the right side of the image.

How Does Triage Work?



How Does Triage Work? (Level 1)

- Goal – Determine if Self Care/First-Aid is an Option
- Nurse Conducts Q&A Session to Determine Level of Care
- Nurse Utilizes a Medical Triage Software Program
- Nurse Will Discuss Self Care Measures With Employee
- Employee and Employer Agree to Self Care
- Self Care Instructions are Emailed to Supervisor
 - See Triage Report
- Nurse is Available For 48 Hours to Employee if Self Care



Employee Injury Triage Report



Employer:

Employer Name: Acme Works, Inc.
Mailing Address: 2306 S Wilson Dam Rd
Muscle Shoals, AL 35661

FEIN: 00-000001

Claims Ctr # (800) 000-3373 Fax: (877) 000-2567

WComp Insurer: Zurich

Triage Call Record(s)

Incident Rec No: 180878

Call From: Acme Works, Inc

Triage Nurse# 18

Call Start: 5/31/2016 10:40:49 AM

Caller: Amanda

Caller Is: HR Supervisor

Call End: 5/31/2016 10:53:59 AM

Callback Number: (256) 381-8581 Ext:

Employee

First Name: John Gender: Male Employee No: 8558

Middle Initl: Date of Birth: 10/15/1959

Last Name: Smith Age: 56

Suffix: , Jr Marital Status: Unknown

Employee Address: 3385 Lagrange Ave Phone No: (256) 381-8578
Spring Valley, AL 35646

Injury Assessment/Recommendation

Employee was looking up to hang parts on hooks in order to be painted when he was hit on the top/front part of head by a cart operated by a fellow employee. No change in orientation or loss of consciousness. No headache, nausea or vomiting, or change in vision. IW denies any open lacerations and states there is "a small bump" on top of head. Pain is reported a 5 out of 10 where 10 is severe. Self care recommendations given.

Recommended Treatment: Self-care. Follow care instructions

Was Provider contacted? No
Drug Screen Requested? No Appointment for:

Did Employee give a Verbal Agreement to this assessment and Treatment recommendation? YES

Triage Report for: Smith, John , Jr / Acme Works, Inc. / Injury Date: 5/31/2016

Page 1 of 2

Injury Incident

Reported Date of Injury: 5/31/2016 Where: Acme Works, Inc.
Reported Time of Injury: 10:07 AM Injury Site Address: 2306 S Wilson Dam Rd
Muscle Shoals, AL 35661
Occurred On Employer's Premises? No Site Supervisor: Juanita

What Happened:

Employee was looking up to hang parts on hooks when he was hit on the top of the head by a metal cart holding parts.

Cause of Injury: 80 Object Handled By Others

Triage Discoveries

Nature of Injury: 10 Contusion

Part of Body: 11 Skull

Treatment Prior to Call: none

The following was reported by the Employee during this Triage call:

Heart Condition
heart murmur

Prior History with this problem?: history of 3 concussions

The following factors reported during Injury Triage were used to recommend treatment:

Swollen area (goose egg) on the forehead or scalp

Pain Scale Reported: 5 Moderate Pain (Interferes with tasks)

Care Instructions

Home Care

- > Do not massage or rub area; this may increase bruising.
- > Apply ice pack* to injured area for 20 to 30 minutes every 2 hours for the first one to two days after the injury.
 - +*Do not place ice directly on the skin. Place a thin towel or sock between the ice pack and the skin. Unopened packages of frozen vegetables work well as does crushed ice in a sealed plastic bag.
 - +*If diabetic, be careful when using heat or cold. Do not fall asleep on a heating pad or when applying ice.
- > Avoid heavy activity during the first 24 hours after the injury. Rest in a quiet area with head slightly elevated.
- > Take acetaminophen for discomfort.*
 - +*Do not give Aspirin to a child. Avoid Aspirin-like products if age under 20 years old. Avoid Acetaminophen if liver disease is present. Avoid Ibuprofen if kidney disease or stomach problems exist or in the case of pregnancy. Follow Label instruct

! Critical Issues to Watch For !

Seek Emergency Care Immediately if Any of the Following Occur

- > Confusion, disorientation, agitation or change in vision
- > Decreased level of consciousness, difficulty in arousing, confusion, agitation
- > Numbness, tingling or weakness in an arm or leg

This report is a true and accurate account of my injury and conversation with the triage nurse:

Employee:

Supervisor:



How Does Triage Work? (Level 2)

- If Self Care is Not Recommended, Nurse Gives Referral to Seek Outside Medical Treatment
- Nurse Confirms Healthcare Provider per Municipality's Medical Protocol
- Nurse Contacts Medical Provider
- Nurse Instructs Employee & Supervisor to Designated Medical Provider Location
- Nurse Will Fax Triage Report & Billing Information to Designated Medical Provider



How Does Triage Work? (Level 3)

- Critical Injury – Hang Up & Go to the EMERGENCY Room Immediately
- Once Injured Worker is Being Treated, You May Contact Triage Hotline to Report Injury
- Catastrophic Loss, Contacting the Triage Hotline Will Activate the MRM Catastrophic Claim Protocol



WORK INJURY CLAIM FORM

1 WORKER'S DETAILS

Title Family name

Given names

Other known or previous legal names eg. Maiden names

Date of birth / / Gender Male Female

Residential street address

Suburb

State Postcode

Postal address for correspondence

What are your daytime contact phone numbers?
Mobile Phone

E-mail address

If you need an interpreter, what language do you speak?

Do you have special communication needs?
eg. Hearing or vision impairment?

*These questions are required for NSW claims POLICE/FIREFIGHTER/
PARAMEDIC ONLY*

Do you support a partner? Yes No

If yes, what were their average gross weekly earnings over 3 months? \$

Do you support any children under the age of 18, or full-time students? Yes No

If yes, please provide the date of birth for each

THE CLAIM FORMS

WORKER'S INJURY DETAILS

When and how were you injured?

What are the names and contact details of any witnesses?

What are the names and contact details of any other persons involved?



The Claim Forms to Municipality

- FROI is Completed During Call By Triage Nurse
- Supervisors Receive a Triage Report Summarizing the Call & Providing Self Care Instructions for IW
- Employers Receive Copies of the Triage Report & FROI Within 30 Mins of Call
- Employers Receive Notification From MRM of New Claim Including Claim# and Name of Adjuster



The Claims Forms to MRM

- FROI and Triage Reports are Sent to MRM Immediately
- MRM Claims Adjuster is Notified of Claim
- MRM Adjuster Will Perform a 3 Point Contact Procedure
- MRM Adjuster Will Obtain Medical Provider Notes and Coordinate Referral and Follow-up Appointments



Cost Containment Benefits



Service Date	Description	Code	Amount
8-14-16	Admission charge	851000095	87
8-14-16	Med/Surg Private room	172001525	174
8-14-16	Chest X-Ray	225647700	37
8-14-16	Pharmacy	751004102	9



Benefits to Employer

- Employee Stays on the Job if Level 1 Self Care
- Employee is Directed to the City's Preferred Doctor
- Employee Returns Back to Work Faster
- All Calls are Recorded at Time of Injury Reporting
- Employer has a Reduction in Paperwork Responsibility
- Medical Facility is Sent MRM Billing Instructions
- Reduced Claims Cost Can Lower Experience Mods
- Low Experience Mods Can Reduce WC Policy Premium



Employee Benefits

- Immediate Access to a Registered Nurse
- Assessment of Care Needed at Time of Injury
- Eliminate Travel Time
- Prevent Exposure to Other Illnesses
- Eliminate Lost Time At Work
- Access to Nurse up to 48 Hrs. After Report of Injury

