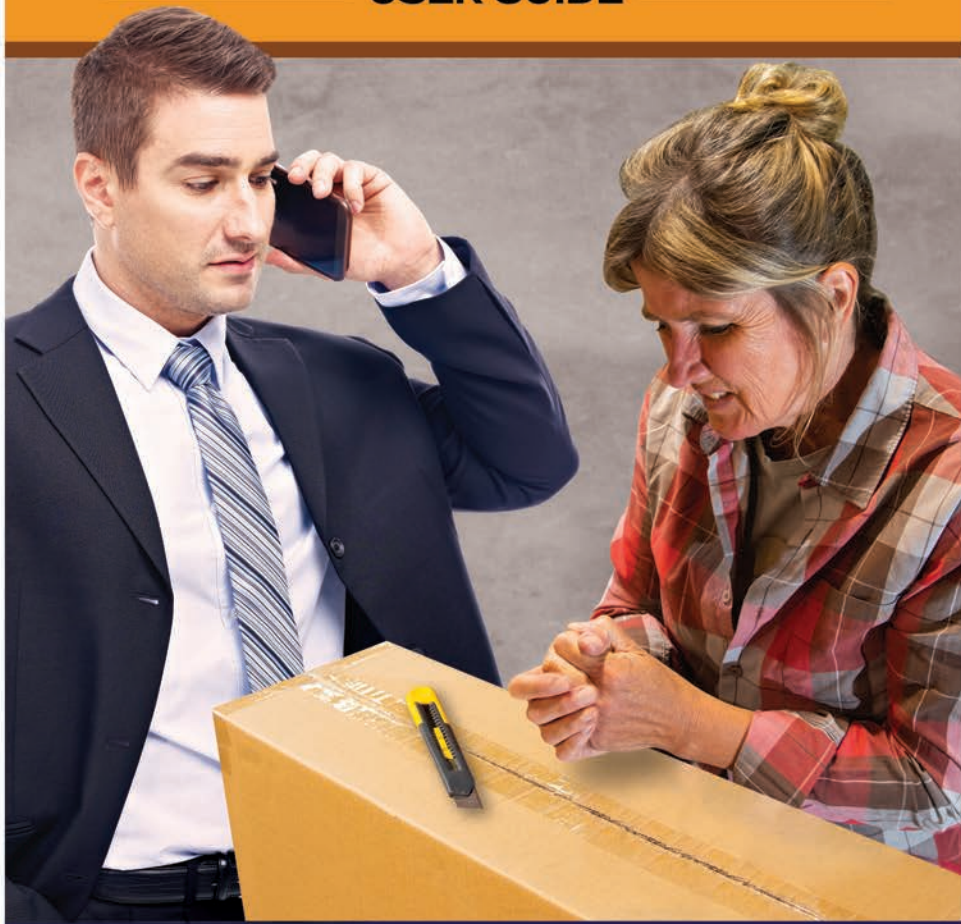


WORKPLACE INJURY

HOTLINE

USER GUIDE



Toll-free 1.833.523.0277

24 hours a day/7 days a week

PROVIDED BY:



Minnesota Counties Intergovernmental Trust

POWERED BY:



triagenow

Quick Guide to Workplace Injury Hotline

A 24/7 triage service for workplace injuries

Call 1.833.523.0277

If injury is life or limb threatening, call 911



1

Workplace injury occurs.

If life- or limb-threatening,
call 911.



2

Supervisor and employee call 1.833.523.0277.

Call even if supervisor is
unavailable.



3

Talk to nurse.

He or she gathers information
about the injury.



4

Treatment is recommended.

Self-care or referral for further
medical care. Report is sent to
MCIT to begin the claim process.

Why a Workplace Injury Hotline?

When an employee is injured on the job, the best outcome is achieved when the individual receives appropriate care as quickly as possible. This can be difficult in a work setting:

- Employees who work alone, remotely or during nontraditional business hours may have limited access to immediate medical assistance.
- Supervisors often do not know when self care is best or professional medical treatment is appropriate.

HOTLINE MEETS THE CHALLENGE

The MCIT provided workplace injury hotline powered by

TriageNow provides a simple and effective way to address the difficulties of managing work-related injuries:

- Immediate access to medical professionals 24 hours a day, seven days a week.
- Sound clinical decisions about when self care is appropriate and when medical referrals are necessary.
- Prompt reporting of injuries to all designated recipients, including your workers' compensation coverage provider (MCIT), which acts as the first report of injury to begin the claim process.

When Should I Use the Hotline?

FOR EMPLOYEE WORK-RELATED INJURIES

This service is only for *employees* who are injured at work.

- It should *not* be used for clients or visitors to your organization.
- It is *not* intended to provide general health or medical advice.
- Do *not* call the hotline if injured employee has already sought medical care, such as in an emergency.

NOT FOR EMERGENCIES

The workplace injury hotline is not suitable for life- or limb-threatening situations. It is not part of the 911 emergency system.

Always call 911 for any potential life-threatening situation. Potentially life-threatening conditions:

- Choking or difficulty breathing
- Unconscious or disoriented
- Severe bleeding
- Off balance, unable to walk
- Hot, dry skin
- Profuse sweating
- Seizure or convulsions
- Chest pain or discomfort
- Severe abdominal pain
- *Any other problem you feel may be an emergency*

If the employee receives emergency medical services and you have not called the hotline, report the incident to MCIT through the online member portal at MCIT.org following your internal reporting procedures.

How Does the Injury Hotline Call Process Work?



1

CALL THE TOLL-FREE HOTLINE AT 1.833.523.0277

- Call the hotline as soon as possible after the injury occurs for maximum benefit.
 - Ideally the supervisor and injured employee place the call together.
- If the supervisor is unavailable, the injured employee should call the injury hotline directly.
- All calls are answered first by an intake coordinator who:
 - Gathers demographic data for reporting
 - Then transfers you to a nurse to triage the injury and guide care

TriageNow can access interpreters to assist with more than 300 languages when necessary.

Waiting to Speak with a Nurse



In rare instances, you may have to wait a bit after listening to a digital message because all nurses are busy with other callers. If this happens, you should remain on the brief hold. All calls are answered live and in a timely fashion.

NOTE: If the injury appears severe, call 911 immediately. DO NOT wait on hold.



2

INCIDENT REPORT INFORMATION COLLECTED

- The intake coordinator speaks first with the supervisor if available, then privately with the employee quickly to gather demographic information for reporting requirements.
- Information is kept confidential and is only released to those who have a right to access it. Typically this includes:
 - MCIT, the workers' compensation coverage provider
 - Chosen medical provider if applicable.
- After demographic information is collected, the call is transferred to a registered nurse to triage the injury and give guidance on next steps in the process.

Required information includes:

- Organization and facility
- Injured employee's name, department, supervisor and work phone number
- Employee's phone number (for follow up)
- Employee's Social Security number (to distinguish from others with the same or similar name)
- Employee's age in years or date of birth
- Additional demographic details necessary for reporting
- Time and date when the injury occurred
- Incident location
- Description of how the injury occurred

How Does the Injury Hotline Call Process Work?

3

INJURY ASSESSMENT AND TREATMENT RECOMMENDATION

Based on details provided, the nurse determines the seriousness and nature of the injury, and the best way to address it.

Two general options for treatment are available:

- 1. Self-care:** When appropriate, the nurse reviews self-care instructions to the employee. Instructions may be texted or emailed to the employee following the call for easy reference.
- 2. Medical referral:** The nurse may determine that the employee needs treatment off site.
 - The nurse can provide a referral to a medical facility in the area that provides the appropriate services.
 - The nurse speaks with the supervisor if available at the end of the call to explain the recommendation.
 - The nurse may also provide interim



self-care instructions for the employee to follow until he or she sees a medical provider.

- TriageNow sends a report by fax to the chosen off-site medical provider to facilitate registration and treatment when the employee arrives at the clinic. If the provider does not have the report, call the hotline back to have it resent.



Adequately Stock First-aid Kits

It is important that on-site first-aid kits be adequately supplied and to remind staff of where kits are located, as the injury hotline nurse may recommend self-care.

OSHA requires first-aid kits be stocked to address the hazards of the workplace, but specific contents are not addressed with the exception of kits for logging or chainsaw operations. MCIT lists recommended first-aid kit contents in the loss control best practices guides for public works, solid waste management and facility management available at MCIT.org.

Employers should verify the following in first-aid kits:

- Contents of kits address the hazards expected in that specific workplace.

4

CALL CONCLUSION AND FOLLOW UP

The employee is encouraged to call the hotline back with any questions, changes in condition or concerns. This offers the individual 24-hour access to a health care professional.

- The employee is given a unique call confirmation number.
- This number should be referenced during subsequent calls.

Supervisors who participate in the call should not hang up until they have a call confirmation number.

- This number is also located on the incident report.

After each new call, TriageNow provides an incident report to your organization's designated recipient(s).

- A report is sent to MCIT regarding the incident, which serves as the



first report of injury to begin the claim process.

- The supervisor does *not* need to complete an incident form through the MCIT member portal.

- Items are not beyond their printed expiration dates.
- Adhesive bandages or other items have intact adhesive or packaging.
- Medications such as common painkillers (if provided) are included in single dose, tamper-evident packaging with directions for use. Medications with adverse side-effects, such as drowsiness, are not recommended to be included in first-aid kits in the workplace.

Review First-aid Certifications

In addition, employers should review the staff's current first-aid certifications to know who is qualified to offer aid in the event of an injury. Further trainings may be necessary to update certifications and skills. The American Heart Association, Red Cross or National Safety Council can address questions regarding first-aid certification.



Frequently Asked Questions

How long is the average call to the workplace injury hotline?

Most calls are completed in about 18 minutes for the entire process.

What languages are available?

TriageNow provides English and Spanish as in-house languages. Up to 300 languages are available through an interpretation service.

Where is the call center located?

All employees are direct hires of TriageNow. It does not off-shore or outsource this solution.

Can an employee still see a doctor if self-care is recommended?

Absolutely. Employees can choose their medical provider. This service is intended to offer employees options for medical care to address their immediate medical needs. If the injury persists or if new symptoms or concerns arise, the employee can call the hotline back for guidance and referral for treatment.

What happens if a medical referral is made?

All documentation will be sent to the chosen provider in advance of the employee's arrival. If the provider does not have the documentation, the employee should call the hotline back to have it sent again.

Are calls recorded?

All calls are digitally recorded for quality assurance and accuracy to 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.

What if the injured employee is a minor?

Follow your employer's procedures for managing injured employees who are minors. TriageNow does not require parental consent for triage, but medical providers may require parental consent before treating them.

Remember:

- The workplace injury hotline does not provide services for:
 - Nonworkplace injuries or illnesses.
 - Injuries to visitors. Follow your organization's procedures for these situations.
- Do not call the hotline with questions regarding billing, payment, coverage or authorization. For these questions, contact MCIT at 1.866.547.6516.