

# How to Leverage Medical Expertise to Immediately Return 95% of Injured Employees to Work



**T**he process to improve a workers' compensation program begins first at the employer site to develop systems, policies, and procedures for injury management. Once this fundamental concept is understood and implemented, vendor partners can be a significant accelerant to quickly realize success.

At the most basic core workers' compensation is defined by how well the system responds to injuries. There is no point more important than the moments and days immediately following each injury. Employers can leverage a third-party injury triage provider to systematically deliver appropriate care to their employees.



## Point #1: Employer Tearing Up Success

Active employer involvement is key to the success of leveraging a third party injury triage provider.

### 1 Have a Policy of When to Call the Triage Line

The short answer for this policy is if the injury is "worse than a Band-Aid and less than an ambulance."

### 2 Triage Calls Are Time Sensitive

Claim outcomes will be negatively affected if you wait several hours, or until the end of the shift, or hold off until tomorrow or longer to call the triage line.

### 3 Employers Need Private Place to Conduct Triage Call and First Aid

Having a private place to conduct a injury triage call allows employee needed alone time to examine and treat their injury, as well as gather their composure.

### 4 Don't Triage the Triage

A supervisor is not a trained medical professional that can interpret the

proper level of care required for an injury, make a policy to call the triage line for all injuries except life threatening emergencies.

### 5 Employers Need a Secure Place to Send Self-Care Instructions

The injured worker will receive a recommendation for self-care 30-45% of the time, these instructions are more likely to be followed with a system of written documentation.

### 6 Have a Plan & Process to Transport Injured Worker to Receive Treatment

When 30-45% of claims are resolved with self-treatment, 55-70% are referred for medical treatment of the injury. Employers need to have a pre-defined plan to transport the injured worker to the medical provider.

### 7 Customize Employee Reminders

Consistency across all operating units is more easily accomplished by custom reminder instructions given to the employee at the conclusion of the triage call.

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## Point #2: Proper Medical Decisions w/ Vendor & Medical Partners

A key piece to creating a positive outcome following an injury is making the correct decision on the proper level of medical treatment required.

**How does injury triage support proper medical decisions and successful return to work?**

- **30-45% of Injured Employees do not Leave the Work Site**

*If 30-45% of employees do not go to the doctor unnecessarily, then this eliminates unnecessary absences from work.*

- **Direct Employees to Right Level of Care**

*By directing injured employees to the right level of care, they're more likely to go to a worker's comp related clinic that's chosen by the employer.*

- **Pre-Load Employers Preferred Network**

*Good triage providers will pre-load the employers preferred network of providers who will accommodate return to work restrictions.*

- **Provide Employer Information to Medical Provider**

*Leverage a third-party injury triage provider educate and reminding treating physicians of your company's transitional duty program and the benefits to both your employees and company.*

- **Learn the Truth About What Really Happened**

*The best time to obtain an accurate account of the injury is immediately following the injury.*

## Point #3: Removing Barriers to RTW w/ Medical Restrictions

Only 21% of employers responded to consistently receive employee medical restrictions on the FIRST medical visit, which will immediately create a lost time claim.

**Examine your Ability to Work Form for the following:**

### Critical Basic Information

- Employee Information
- Injury Type:
- Injury Location & Pain Severity:

### What CAN the Employee do?

- Ability to Work

### What CAN'T the Employee do?

- Physical Restrictions

### What SHOULDN'T the Employee do?

- Medical Restrictions

### What's Next?

- Treatment
- Next Appointment
- Medical Provider Signature

## Make Return-to-Work Interactive with Your Employees

Ask the simple question "what part of your job can you do today?"



**How well and quickly your organization responds to injuries is most important to systematically deliver appropriate care to injured employees and get them back to work in a timely fashion.**



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