

Expedited Orthopedic Workers' Compensation Consultation

What is Expedited Workers' Compensation Processing?

Expedited orthopedic workers' compensation consultations are now available at select **Swift Institute** locations and **ROCx**. Streamlining the C4 completion and skipping primary care visits allow injured workers to direct access to the orthopedic pipeline. This process allows for expedited paperwork completion, reduced waiting times, and increased communication between the injured worker, employer, and insurance carrier—ultimately returning the injured employee back to work in less time.

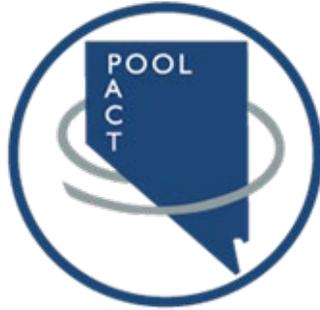
Benefits of Expedited Processing

- **Skip the primary care visit:** By being triaged directly to the orthopedic urgent care, the worker is spared visits to primary care to get referrals.
- **Reduced stress:** Expedited processing can help reduce the emotional stress associated with the claims process.
- **Improved employee morale:** A timely and efficient claims process can boost employee morale and job satisfaction.
- **Cost savings:** Expedited processing can help reduce the overall cost of workers' compensation claims.

How Does Expedited Processing Work?

1. **Immediate reporting:** Promptly report the injury to your employer and follow their procedures for filing a claim.
2. **Nurse Triage 24/7/365 call line (844) 334-6472:** Nurse triage will make recommendations to the injured worker and refer them to orthopedic urgent care when necessary.
3. **Orthopedic Urgent Care:** Injured workers can go directly to Swift Institute or ROCx (after calling 24/7/365 call line at (844) 334-6472) to have their C-4 filled out and get into the orthopedic pipeline.
4. **Early intervention:** Allows the injured worker to schedule follow-up appointments and imaging in a timelier manner.

By understanding the expedited workers' compensation orthopedic consultation process and taking proactive steps, you can help ensure a smoother and more efficient experience.



**A PACT Workers Compensation Program
24/7/365 Workplace Injury Nurse Triage Service**

Triage Nurse Number: (844) 334-6472



Supervisor Guidebook

What is 24/7/365?

- A dedicated workers compensation injury triage service.
- Immediate access to a trained injury Triage Registered Nurse. Triage Nurses are trained in workers compensation injuries, illnesses, and exposures.
- 24/7/365 is backed by a Board-Certified Emergency Room Physician Medical Director.
- This GUIDEBOOK will assist managers/supervisors assisting injured employees through the process.

The Triage Call Process: How it Works

This service is for employees who are injured at work and should not be used for clients or customers of your organization. The Nurse Triage service provides triage suitable for most injuries but is not a 911 system for life-threatening situations.

Always call 911 first for any potential life-threatening situations.

Potentially life-threatening situations include, but are not limited to:

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

How it Works

Step 1: Injured worker informs the supervisor

If an accident or injury occurs on the job, the injured worker will inform his/her supervisor of the injury.

Step 2: Make the Call (844) 334-6472

The supervisor and injured worker call together the triage nurse. The call should be made as soon after the injury as possible. The *Supervisor Checklist* should be completed to record the date and time of the call.

Under most circumstances, a Triage Nurse is available immediately with no waiting periods. However, in rare instances, a caller may have to wait for a few minutes due to high call volume. If this happens, the caller has the option to remain holding or leave a voicemail message. If a voicemail message is left, a Triage Nurse will return your call.

Callers will need to provide the following information:

- Employer organization name (i.e., Nye County, Elko County, City of Yerington, etc.)
- Supervisor's Name (who is making the call)
- Injured worker's name
- Type of injury
- Phone number with the area code and extension where the injured worker can be reached

NOTE: If the injury appears severe, call 911 immediately! DO NOT wait on hold for a Triage Nurse.

Step 3: Initiate the Triage Process

First, the supervisor will speak to the Triage Nurse and answer preliminary questions. Second, the Triage Nurse will ask to speak with the injured worker privately. Following specially-designed protocols, the Triage Nurse will determine the seriousness, nature of the injury, and recommend the best way to address it. If a translator is needed, the Triage Nurse can access interpreters to assist, with over 200 languages available.

Step 4: Receive Treatment Recommendations

If the injured worker can safely return to work, the Triage Nurse will provide self-care (first aid) instructions to the injured worker, which will be faxed or emailed to the injured worker and/or supervisor after the call.

If necessary, the injured worker will be referred to an off-site SpecialtyHealth MCO (Managed Care Organization) medical facility for treatment and further evaluation. The C-1 Worker's Compensation Claim Form should be completed with the injured employee. The Triage Nurse will direct the injured worker to the designated medical facility in the area, which has been pre-selected by SpecialtyHealth MCO and your organization.

After speaking to the injured worker, the Triage Nurse will speak with the supervisor again to explain that self-care (first aid) or off-site treatment is recommended. The supervisor will receive a call confirmation number which should be noted in the Supervisor Checklist. A copy

of the checklist should be retained by the supervisor and provided to the injured worker. This confirmation number validates the call was placed and used for follow-up calls.

Upon call completion, an incident report will be sent to the appropriate designated recipients.

NOTE:

- Injured workers are encouraged to call the Triage Nurse with any questions, changes in condition, or concerns. The Triage Nurse is available 24 hours a day, seven days a week.

Step 5: Complete Form C-1

Complete the C-1 Incident Report Form with the injured worker and provide the Nurse Triage information and phone number to the injured worker. If the injured worker is referred to an offsite SpecialtyHealth MCO medical facility for further evaluation or treatment, he/she should be provided with a copy of a blank **Mitchel ScriptAdvisor** form should a prescription be necessary. PACT Workers Compensation Insurance Card should also be filled and provided to the injured employee and instructed to present this card at the medical facility.

If the injured worker is advised self-care:

- follow up care will be provided by the Triage Nurse
- The injured worker should be provided with Nurse Triage phone number and instructed to call the Triage Nurse if the injury worsens.
- The injured worker should be provided a copy of the Supervisor Checklist, PACT insurance card to present at the medical facility, and **Mitchel ScriptAdvisor** form in case the injury worsens, and the injured worker needs to seek further treatment.

If the injured worker is referred to an off-site facility for further treatment:

- The supervisor should ask the Triage Nurse whether the injured worker should transport him/herself or should be transported.
- The injured worker should be provided a copy of the Supervisor Checklist, PACT insurance card to present at the medical facility, and Mitchel ScriptAdvisor form.

For each case, the supervisor should provide a copy of all forms to the entity's Human Resources or Workers Compensation coordinator. If the injury worsens and the injured worker will be advised by the Triage Nurse to seek additional treatment at a medical facility. The supervisor will be notified within 24 hours by Davies Claims Solutions.

- Provide a copy of all forms to Human Resources or Workers' Compensation Coordinator.
- Triage Nurses do not authorize employee absences from work or modify restrictions.

Your PACT Workers' Compensation Team

Should you have any questions or need additional information please contact:

- **SpecialtyHealth:** SpecialtyHealth is a Nevada licensed Managed Care Organization (MCO) that coordinates the 24/7/365 service on PACT's behalf. Contact: (775) 398-3600

- **Davies Claims Solutions:** Davies serves As PACT's worker's compensation claims administrator (TPA). Contact: (775) 329-1181

- **Mitchell ScriptAdvistor:** Mitchell is the pharmacy provider. Contact: (866) 846-9279

- **PACT (Public Agency Compensation Trust):** PACT is your employer's workers compensation insurance company. Contact: (775) 885-7475

Frequently Asked Questions

1. What is the average length of a call to 24/7 Triage Line?

The average call is 18-20 minutes, including the introductory recording.

2. How is the Triage Nurse call center staffed?

The call center is staffed with Triage Registered Nurses 24 hours a day, 7 days a week, under the direction of a full-time Medical Director. The Triage Medical Director is Board Certified in Emergency Medicine.

3. Do your nurses speak any other language besides English?

If a language barrier exists, a translation service is quickly brought into the call. Over 200 languages are available.

4. If a referral recommendation is made to a designated medical facility, what information does the injured worker need to take with them?

The supervisor should provide the injured worker with a copy of the C-1 Incident Report, the First Fill Pharmacy form, and a PACT Workers Compensation Insurance Card. The Triage Nurse will automatically fax an injury alert form to the designated clinic prior to the injured worker's arrival.

5. What do we do if the injured worker is a minor?

Each organization should follow its own procedures for managing injured workers who are minors. The Triage Nurse does not require parental consent for triage, but medical providers at off-site facilities may require parental consent before treating injured workers who are minors.

6. Are the calls recorded?

Calls are digitally recorded for quality assurance and to accurately document the facts of the injury. Callers are notified that the call is recorded and consent to the recording by participating in the call.

7. Is the service available for non-work-related injuries?

No, you should follow your organization guidelines for non-work injuries.

8. Should we call the Triage Nurse if a guest is injured at our location?

No, you should follow your organization guidelines if a guest is injured at your location.

9. Should I call the Triage Nurse telephone number if I have questions regarding billing, payment, insurance, or authorization questions?

No. These questions should be presented to your HR or Workers Compensation coordinator. You can also call PACT for further direction.



PACT 24/7/365 Nurse Triage Program

NEW INCIDENT SUPERVISOR CHECKLIST

This checklist is used by the injured worker's supervisor for non-life-threatening on-the-job injuries. The Nurse Triage program is for PACT members only.

Always call 911 first for any potential life-threatening situations.

☐ 1: Review the Nurse Triage Supervisor Guide for questions about the program

☐ 2: Call (844) 334-6472 to initiate the Triage process.

Date of call: _____ **Time of call:** _____

☐ 2: Triage process.

- First, the supervisor will speak with Triage Nurse.
- Second, the injured worker will speak with Triage Nurse in private.

☐ 3: Receive treatment recommendations.

- Triage Nurse will provide recommendation for self-care (first aid) or off-site treatment to injured worker.
- Triage Nurse will provide recommendation for self-care (first aid) or off-site treatment to supervisor.
- Supervisor and injured worker will receive incident report confirmation number.

Confirmation Number: _____

☐ 4: Complete Form C-1.

- Supervisor will complete Form C-1 with injured worker and forward to Human Resources or Workers Compensation Coordinator.

☐ 5: Implement Triage Nurse Recommendations.

- If offsite treatment is recommended, provide the injured worker with the name and directions to the medical facility, a copy of the completed C-1 Form, the *ScriptAdvisor* Form, and PACT Workers Compensation Insurance Card.
- If self-care (on-site first aid) is recommended, provide the injured worker with a copy of the completed C-1 Form, *ScriptAdvisor* Form, a copy of this Checklist, and a PACT Workers Compensation Card should additional treatment be required.

Employer: _____

Employee Name: _____

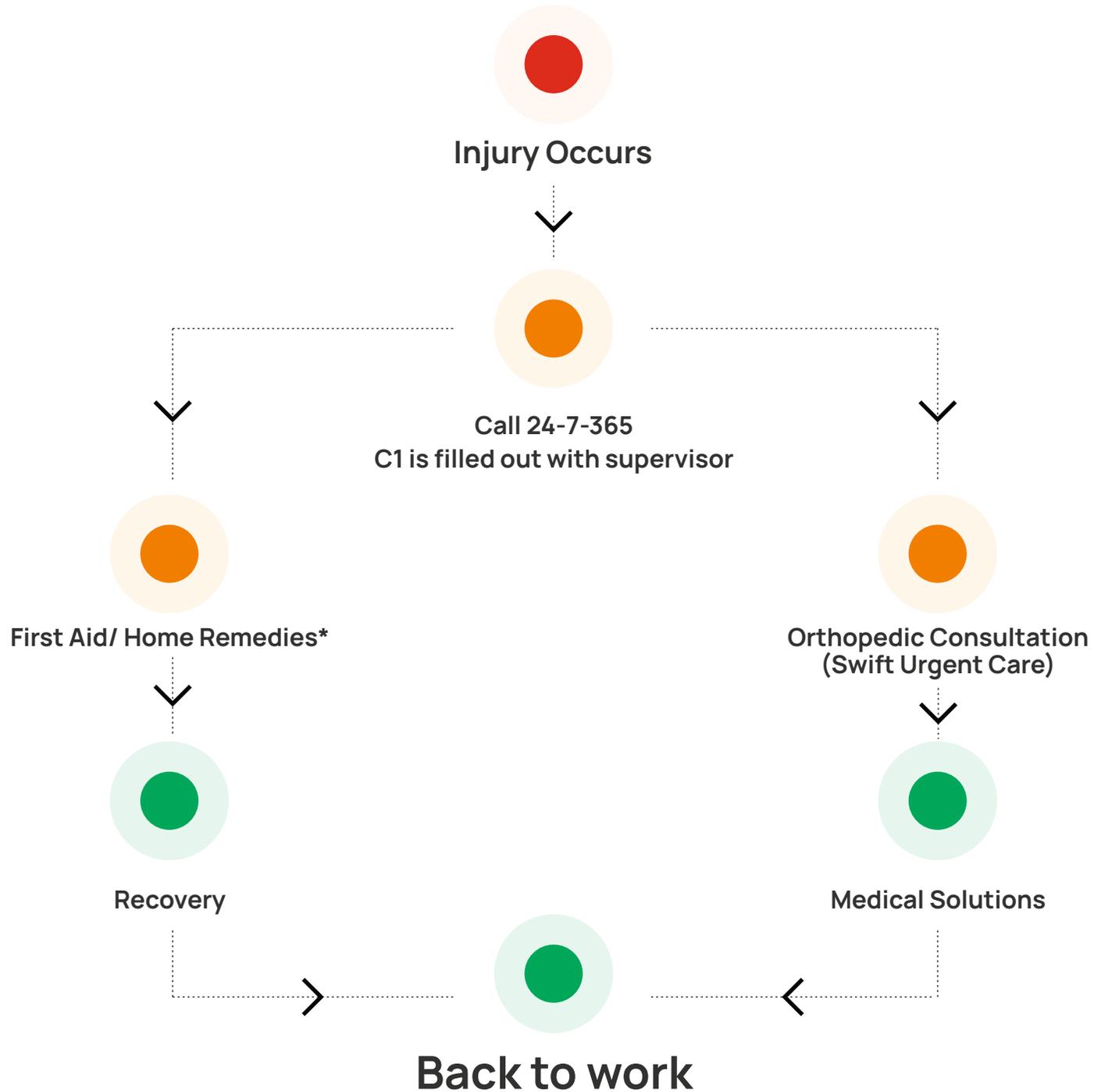
Supervisor
(Print Name)

Signature

Date

Injured Worker Flow Chart

24-7-365 Nurse Triage Hotline
884-334-6472
www.poolpact.com/specialty-health.asp



*If injury persists, injured worker can call 24/7/365 for medical referral

DISCLAIMER: If you need emergency services, call 911. Physician availability for certain services may be dependent on the state you live in, licensure, scope of practice, restrictions, or other requirements in your state.

