

TRIAGE, WHAT'S IN IT FOR YOU - EMPLOYEES

by Paul Binsfeld, President Company Nurse

For employees who become injured on the job, navigating the workers' compensation system can seem to be an overwhelming process.

For most people, an on-the-job injury is the first time they have ever been required to access occupational medical services. They are not familiar with the system and may feel uncertain about what to do next. Injured employees may likely ask themselves:

- Do I need to seek medical care for this injury?
- What sort of first aid can I apply myself?
- What is the appropriate level of care for my injury? Emergency Room or Clinic?
- If I need a prescription, how can I fill it? Do I need to pay for it myself?

Nurse triage for work injuries provides many benefits to the various stakeholders in the workers' compensation system. This article, however, will focus on benefits to the injured employee.

As mentioned above, injured employees are not experts on the workers' compensation system. This lack of familiarity with the system can raise many questions in their mind and may even create some level of anxiety about what comes next.

Making a triage nurse available for injured employees, at the time of injury, can provide many benefits for injured employees. These benefits include:

- **Immediate Access to a Caring Medical Professional** – when an employee is injured, he/she has just had “a bad day”. They have had an accident and generally don't know what to do next. A triage nurse can be that caring medical professional who listens to the employee with empathy and care, and provides them with the information they need.
- **Nurses Who Specialize in Occupational Injuries** – Occupational injuries are generally different than run of the mill illnesses. Many times, they involve trauma that generates other physical and mental conditions. With a work injury specific triage service, injured employees speak to nurses who specialize in occupational accidents and illnesses. This expertise helps employees with appropriate advice and referral, given their unique conditions.
- **24/7/365 Care Advice and Referral** – Workplace injuries don't always happen during normal business hours! Employees are injured around the clock. A 24/7/365 triage service can assist injured employees whenever they are hurt on the job! Caring nurses can help employees with first aid care and treatment. If an employee requires the services of a physician, the triage nurse can refer them to the most appropriate level of care given their condition and the time of day.



Company Nurse is a telephone triage injury hotline. When an injury occurs, the injured employee places a call to Company Nurse, a 24/7/365 hotline staffed by trained telephone triage nurses.

The Company Nurse approach positions a Registered Nurse at the very beginning of the injury reporting process, where future costs of the injury can be minimized, while providing the highest level of service to the injured employee.

*For more information:
Company Nurse
companynurse.com
888.817.9282*



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- **[Medical Paperwork Sent To Clinic Reduces Wait Time](#)** – When an employee is referred for care, triage nurses can send the clinical information electronically to the occupational clinic or emergency room so that the medical facility can set up the employee's file ahead of their arrival. This service helps to reduce wait time and ensure a better experience for the injured employee.

In summary, experiencing a workplace injury can be a traumatic event for an employee and can cause some level of anxiety. Employers that have provided a nurse triage service for their workforce have found that employees appreciate the convenience of the service and the care provided by high quality nursing professionals

Events Company Nurse Will Be Attending

PARMA Annual Conference: Feb 9-11 Disney Conference Center - Anaheim, CA

AGRIP Spring Leadership Conference: March 8-11 –Las Vegas, NV

Company Nurse Injury Hotline

Company Nurse is a workers' compensation cost reduction company that uses registered nurses to provide triage and care advice for injured workers. Employers benefit by receiving immediate report of injury; initiating their role in the workers' compensation process and a 15%+ reduction in claims. Employees benefit by having immediate access to experienced and caring medical professionals.

Contact Us for More Information

[Click Here](#) for more information about Company Nurse.

Go to the "Contact" tab on our website if you would like us to contact you to talk about the benefits of triage for your organization.



*You know you're
a nurse if...
you triage the laundry
when at home;
this pile needs immediate
attention, this pile can
wait and this pile (with a
little stain stick applied)
will be OK until you get
back to it.*

– Donna Wilk Cardillo, RN,
CSP "The Inspiration Nurse"

