

**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:



# Quick Guide to Workplace Injury Hotline

A 24/7 triage service for workplace injuries

**Call 1.833.523.0277**

*If injury is life threatening, call 911*



**1**

**Workplace injury occurs.**

If life-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?

### CHALLENGE OF RESPONDING TO WORKPLACE INJURIES

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, at a small site, nontraditional business hours or remote locations may have limited access to immediate medical assistance.
- Supervisors who respond to injuries often lack proper medical training or experience.
- Minor injuries, such as sprains and strains, that would respond favorably to appropriate on-site first aid are often referred off site for care, which is more expensive, time consuming and less effective.

### WORKPLACE INJURY HOTLINE MEETS THE CHALLENGE

The MCIT provided workplace injury hotline powered by Medcor provides a simple and effective way to address the difficulties of managing work-related injuries:

- Immediate access to medical professionals for injured employees and their supervisors 24 hours a day, seven days a week.
- Sound clinical decisions about when first aid is appropriate and when medical referrals are necessary.
- Prompt reporting of injuries to all designated recipients, including your workers' compensation 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.

### NOT FOR EMERGENCIES

The workplace injury hotline is not suitable for *life-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 its online member portal at *MCIT.org* following your internal reporting procedures. You should not call the hotline if the employee has already sought medical care.

# How Does the Injury Hotline Call Process Work?



1

## CALL THE TOLL-FREE HOTLINE AT 1.833.523.0277

- Ideally the supervisor and injured employee place the call together. If the supervisor is unavailable, the injured employee should call the injury hotline directly.
- For maximum benefit, the call should be made as soon as possible after the injury occurs.
- All calls are answered first by a digital phone system that plays a brief message. *Listen carefully to the entire message.* After the recording, callers are connected with a nurse.
- Medcor can access interpreters to assist with more than 200 languages when necessary.

### Waiting to Speak with a Nurse



In rare instances, you may have to wait a bit after listening to the digital message because all nurses are busy with other callers. If this happens, you can remain on hold or leave a voice mail message so the next available nurse can call back. If you leave a message, provide the following information:

- Supervisor's name if on the call
- The name of your organization
- The injured employee's name
- The type of injury
- A phone number with the area code and extension as necessary where Medcor can contact you.

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



## 2

### INCIDENT REPORT INFORMATION COLLECTED

- When the nurse answers the call, he or she speaks first with the supervisor if available, then privately with the employee to gather information to complete reporting requirements.
- Information is kept confidential and is only released to those who have a right to access it. Typically information is forwarded to MCIT, the workers' compensation coverage provider.
- Required information includes:
  - Organization and facility
  - Injured employee's name, department, supervisor and work phone number
  - Employee's home phone number (for follow up if necessary)
  - Employee's Social Security number (to distinguish records from other persons with the same or similar name)
  - Employee's age in years or date of birth
  - 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

Following specially designed protocols, 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:** If the employee can safely return to work, the nurse provides first-aid instructions to the employee. Self-care instructions may be e-mailed or texted to the employee.

**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 treatment services.
- The nurse speaks with the supervisor if available at the end of the call to explain the referral recommendation.
- The nurse may also provide interim self-care instructions for the employee to follow until he or she sees a medical provider.
- Medcor sends a report to the chosen off-site medical provider to facilitate registration and treatment when the employee arrives at the clinic.



### Adequately Stock First-aid Kits

The workplace injury hotline nurse may recommend self-care rather than seeking treatment from a health care provider. Given this, it is important that on-site first-aid kits are adequately supplied and to remind employees about where kits are located.

OSHA requires first-aid kits be stocked to address the hazards of the workplace. Specific contents are not addressed by OSHA with the exception of first-aid kits regarding logging or chainsaw usage. 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/resource/](http://MCIT.org/resource/).

In first-aid kits, employers should verify the following:

- 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 at the conclusion of the initial call. 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 injury call, Medcor 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

## **What is the average length of a call to the injury triage hotline?**

The average call is 15 minutes, including the introductory recording.

## **How is the call center staffed?**

Registered nurses staff the call center 24 hours a day, seven days a week. They work under the direction of Medcor's full-time medical director, who is board-certified in emergency medicine.

## **Do nurses speak any other languages besides English?**

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

## **When nurses recommend self-care, can employees still request to see their own doctor?**

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 a medical referral is made, what information should employees take with them?**

No information is necessary unless your organization requires specific paperwork. The hotline nurse automatically sends an injury report to the designated clinic prior to the injured employee's arrival, providing Medcor has appropriate contact information.

## **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.

## **Is Medcor acting as my employer's workers' compensation claims representative?**

No. Medcor provides a telephonic injury management service. When appropriate, a MCIT claim representative will contact you.

## **What if the injured employee is a minor?**

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

## **Is the service available for nonwork-related injuries?**

No. Follow your organization's guidelines for nonwork injuries.

## **Should we call the workplace injury hotline if a visitor or client is injured on our premises?**

No. Follow your organization's guidelines for visitor injuries at your location.

## **Should I call the hotline with billing, payment, coverage or authorization questions?**

No. Medcor is not able to answer these types of questions. Contact MCIT at **1.866.547.6516** with these questions.