



# WELCOME TO MEMIC'S 24/7 INJURY TRIAGE AND TELEHEALTH SERVICE

Access Line: **855-778-6111**

At the time of a workplace injury, managers or supervisors should immediately help employees to access the 24/7 Injury Triage by calling **855-778-6111**. The injured employee will speak with a registered nurse who will evaluate the injury and determine next steps for medical needs. By addressing the injury when it first occurs, your employees receive quick and timely care. **There is no additional charge for using the 24/7 Injury Triage Service.** Additional costs will only be incurred if the injured employee asks for or is directed to seek treatment with a medical provider through our telehealth offering or at a preferred provider location.

If the injured worker opts not to use telehealth, the injured worker will be immediately referred to in-person medical care.

## Advantages of Telehealth

For many workplace injuries, immediate treatment can be received through a virtual visit with a doctor eliminating the need for scheduling and attending an in-person appointment. That means no driving to a doctor's office, missed appointments or delays in waiting rooms. With the advent of new technologies, patients and physicians have welcomed the convenience of a virtual visit as well as the added expediency of non-narcotic **prescriptions and physical therapy** scheduling. Connecting your employees with appropriate, quality care can help prevent a minor injury from becoming complicated and focuses attention on returning your employee to wellness.

## Injury Reporting

A first report of injury must be submitted to MEMIC regardless of whether Injury Triage is utilized for medical care. We recommend submitting claims online via our First Report of Injury (FROI) Portal at **MEMIC.com/FROIportal** or by phone at 800-636-4292.

## Resource Kit

MEMIC policyholders may use 24/7 Injury Triage for any workplace injury, at any time. Ensuring all those in your organization are aware of the service and how to access it is key to successfully incorporate it into your injury and claim management process. This 24/7 Injury Triage Resource Kit contains informational materials to share with your supervisors, managers, and employees.



MEMIC is proud to partner with CorVel to offer 24/7 Injury Triage. This proactive service promptly connects your injured workers to a registered nurse, ensuring they are quickly evaluated and cared for in the event of a workplace injury.



If you have any questions about our 24/7 Injury Triage or Telehealth service, please email us at **247injurytriageinfo@memic.com**.