



## WESTERN NATIONAL INSURANCE GROUP

Michigan Millers Mutual (Affiliate) | Pioneer Specialty | Umialik | Western National Assurance | Western National Mutual

### Nurse Triage Services – Supervisor Guide

With our 24/7 Nurse Triage service, we intervene within moments of your worker's injury, so they get the right care—fast.

In a brief Nurse Triage encounter, our nurses can provide a continuum of advice for your worker - from self-care to onsite care. We can also seamlessly take the worker from triage to a physician televisit if needed, all without them leaving the work site.



#### What to do when an injury occurs:

When you call, please have this information ready:

- Employee's DOB
- Employee's SSN
- Employer name and address
- Supervisor name

- ▶ Call **911** if it is an emergency.
- ▶ If it's not an emergency, call **(855) 607-7548** (your dedicated triage line).
- ▶ The triage nurse will conduct an initial medical assessment and gather demographic information.
- ▶ All sessions are recorded.
- ▶ Nursing recommendations may include self-care or referral to outside facility or provider, if needed.



#### Self-care and/or first aid:

- ▶ If self-care is medically appropriate after the nurse assesses the case, the nurse will review self-care advice to the injured worker per triage protocols.
- ▶ The triage nurse will follow-up with the injured worker for self-care cases in 24-48 hours to check on their status and will provide an email update to the designated contacts.



#### If medical evaluation is needed:

- ▶ The triage nurse will refer the injured worker to most appropriate onsite Occupation Health clinic, in-network provider, urgent care center or (in rare cases, when needed) the ER.
- ▶ The triage nurse will alert the provider, send authorization (if needed), and a work status form.



#### Triage Nurse review:

- ▶ Triage Nurse will review the recommendations and provide a report summarizing the triage interaction.
- ▶ If the injured worker's condition worsens prior to a follow up call (or anytime after that call): please call the triage line at **(855) 607-7548**.