



# SERVICES OVERVIEW

Improving Health Outcomes and Reducing Costs



## Medcor Canada

Medcor Canada provides leading-edge medical and safety services so that your staff can stay healthy and keep working. We do more than first aid. We specialize in pre-hospital and out-of-hospital care, on-site health, emergency response services, telephonic injury triage and safety programs. We offer experienced staff, quality systems using evidence-based best practices and superior customer service. The company has more than 30 years' experience in worksite and pre-hospital services.

Our services are available in all provinces. We can provide up to 24/7 coverage for short-term and long-term projects. We are COR-certified and a member of the Partnerships in Injury Reduction program. We also hold subscriptions with Avetta, CanQual, Comply Works and ISN.

## Working with First Nations Communities

Medcor Canada is committed to working collectively with First Nations leaders and their economic development groups, building capacity and promoting meaningful employment and training opportunities. We are proud to be partnered with, and employ members from, different First Nations.

## Commitment to Legal Compliance and the Environment

Medcor Canada manages all aspects of our operations to meet or exceed recognized legal requirements, including medical information privacy laws and environmental standards. We are committed to protecting the environment during all of our company operations. Our employees share Medcor Canada's commitment to providing medical services in an environmentally responsible manner.

## 24/7 Telephonic Injury Triage

In any industry, employees injured at work can benefit from our telephonic injury triage service at the time of injury. Triage nurses use proprietary software and evidence-based clinical algorithms to assess the injury over the phone and determine the best treatment. Our telephonic injury triage provides injury assessment for employees at workplaces that cannot support a medical clinic or medical staff on-site. Injury triage can also complement on-site clinics and Mobile Treatment Centers after hours or on weekends when a medical provider is not available.

With Medcor Canada's injury triage, costly emergency room visits and unnecessary clinic visits are avoided, while needed medical treatments are obtained sooner. Using our systems-driven, patented triage methods, Medcor Canada's nurses recommend the level of care that is most appropriate to meet injured employees' needs. When off-site care is needed, we make appropriate referral recommendations to appropriate care facilities. All telephone triage calls are entirely recorded to ensure quality care and deter fraud. Language translation is always available. Reports are generated immediately and sent to designated stakeholders. The results are reductions in claims and costs.

## Health and Safety: Training and Staffing

Medcor Canada offers numerous training opportunities both at client worksites and at our training facility, including: first aid, fire suppression, PPE compliance, Aboriginal awareness and more. Moreover, Medcor Canada provides qualified and experienced safety professionals on worksites to augment and support client safety programs and to ensure a safe work environment.



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## Mobile Health Services

Medcor Canada's fleet of Mobile Treatment Centers (MTCs) are four-wheel-drive vehicles ready to provide medical care to any project that is remote, widespread, temporary or that requires our staff to be available at a moment's notice. Our MTCs are customized with all of the equipment required for pre-hospital care and comply with all regulations of the Canadian Department of Transportation. At temporary locations, we also offer our custom mobile medical trailers. These trailers allow for enhanced treatment and assessment of patients.

## On-Site Health and Wellness Clinics

Medcor Canada delivers on-site health services at fixed locations such as factories, distribution centers, corporate headquarters and other worksites. With an on-site clinic, employees receive immediate and convenient access to care as well as beneficial preventative medicine. These clinics are tailored to clients' needs – everything from hours of operation to scope of services provided. Being in an on-site clinic helps our medical staff become familiar with our clients' policies and work environments; they get to know the workforce and gain their trust as an advocate, educator and healthcare provider. When employees need off-site care, our staff coordinate with health specialists to help achieve the best outcomes possible.

## Scope of Mobile and On-Site Health Services

Medcor Canada provides a wide range of health services for both mobile and on-site clients. Our clients select the scope of services that fits their needs. These services can be focused on occupational health, providing care for work-related injuries, and if a worksite injury is severe, our staff can provide the same lifesaving procedures normally performed by responding ambulance personnel. The scope of services can also be expanded to provide primary care to employees, including chronic care management.

- Occupational Care
- Urgent Care
- Travel Medicine
- Wellness
- Primary Care
- Emergency Response
- Rural Medicine
- Prescriptions (certain clinical levels)

## Staffing Models

Medcor Canada offers diverse clinical level staffing options, including models staffed by EMRs, primary care paramedics, advanced care paramedics, registered nurses and occupational health nurses as well as models staffed by nurse practitioners, physician assistants or physicians.

## Software and Reporting

Medcor Canada's Medfiles™ software automates documentation and reporting. This software tracks all injury and illness data, performs trend analyses for safety and complies with all OHS regulations.

## Drug and Alcohol Screening

Medcor Canada's screening services are US DOT compliant and follow the Canadian model for drug-alcohol testing standards. Medcor Canada utilizes point of care testing (POCT) and can provide both oral fluid and urine testing. The POCT can provide rapid results to the client with little time away from work.



“The management and staff of Medcor Canada have provided our employees with prompt and professional first response to a variety of emergencies and are accepted a ‘part of our crew.’”  
- Paul Stuckless, Corporate Safety Manager

“They have provided on-site medical staff . . . at multiple projects that we have worked on. They have demonstrated their professionalism and ability to handle any type of situation that has presented itself. They have been able to adapt to requests for additional staff and equipment in a timely manner and still maintain a high level of service.”  
– Shannon Caron, HSE Manager Michels Canada



ON-SITE CLINICS | MOBILE HEALTH | 24/7 INJURY TRIAGE | WORKSITE SAFETY | EMPLOYEE SCREENING

For more information please contact us.

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