



24/7 INJURY TRIAGE SERVICES

Assessment and Reporting



Preventing Unnecessary Claims and Costs

When workplace injuries happen, time matters. Medcor Canada's innovative triage process enables immediate response to injuries on any job. Employees and supervisors in any industry – even mobile workers – can call specially-trained nurses who use systems-driven patented methods and determine the best treatment following evidence-based medical algorithms.

This simple process resolves many cases with first aid alone, helping to prevent unnecessary claims and their associated costs. When just first aid is needed, we provide injured workers with thorough self-care instructions. When referrals are made, Medcor Canada directs injured workers to appropriate care facilities, saving time and money.

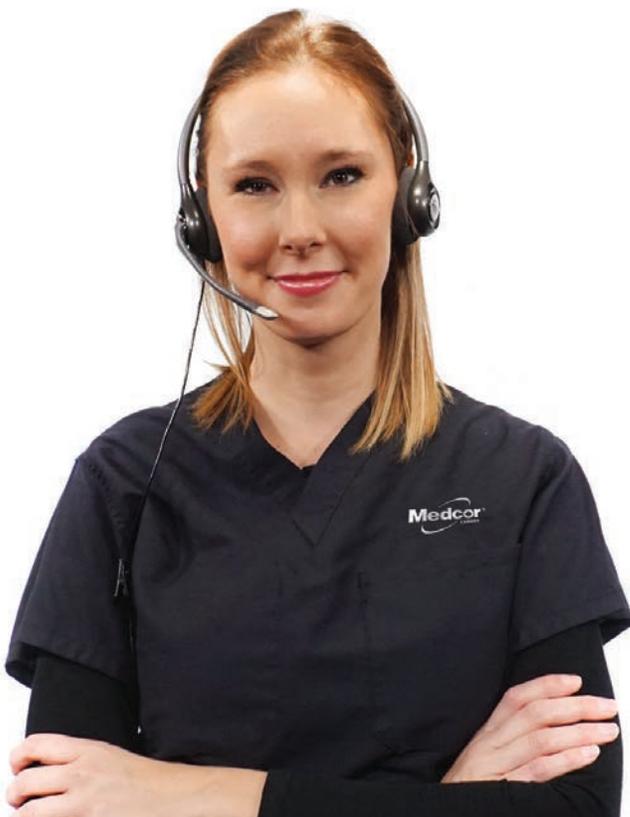
Rapid Reporting

All triage calls are entirely recorded for case documentation, quality assurance and fraud deterrence. After each call, Medcor Canada's software automatically sends detailed reports, customized for each client. Within minutes, all incidents are reported to safety, HR, claims and risk management staff as directed by the client. Case managers and adjusters learn about new claims in time to be proactive, safety managers are alerted to start investigations and first reports of injury can be handled for all provinces.

When referrals are made, providers are notified in advance to ensure coordination of care and to emphasize the company's return-to-work policy. Clients can access their data enterprise-wide over a secure website to analyze trends. Medcor Canada's triage system protects the privacy of personal health information.

Translation

Medcor Canada has bi-lingual English/Tagalog and English/Spanish triage nurses. In addition, an external translation service is readily available for all calls. More than 5% of all triage calls are translated annually. More than 130 languages are available through our translation service.



Final Results After Triage Call



- REFERRAL BY MEDCOR 54.4%
(48.1% referred on initial call and 6.3% referred on follow up calls)
- SELF-REFERRED BY PATIENT AFTER TRIAGE 2.4%

- 24/7 injury triage services
- 14 minute average triage call time
- 98% injured worker agreement with triage recommendations

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Caller Agreement with Triage Recommendations

Ninety-eight percent of injured workers agree with the triage recommendations that Medcor Canada's nurses make with the use of our evidenced-based triage protocols.

Patented Triage Method

Medcor Canada holds a Canadian patent for our unique triage method as well as multiple foreign patents, including four U.S. patents. Our workplace injury triage is not like any other triage product on the market. Medcor Canada's triage method is systems-driven, using evidence-based medicine. Triage decisions do not rest on the individual judgements of nurses but rather, triage recommendations are made using proprietary Afkam II software, which incorporates medical best practices into sophisticated clinical algorithms.

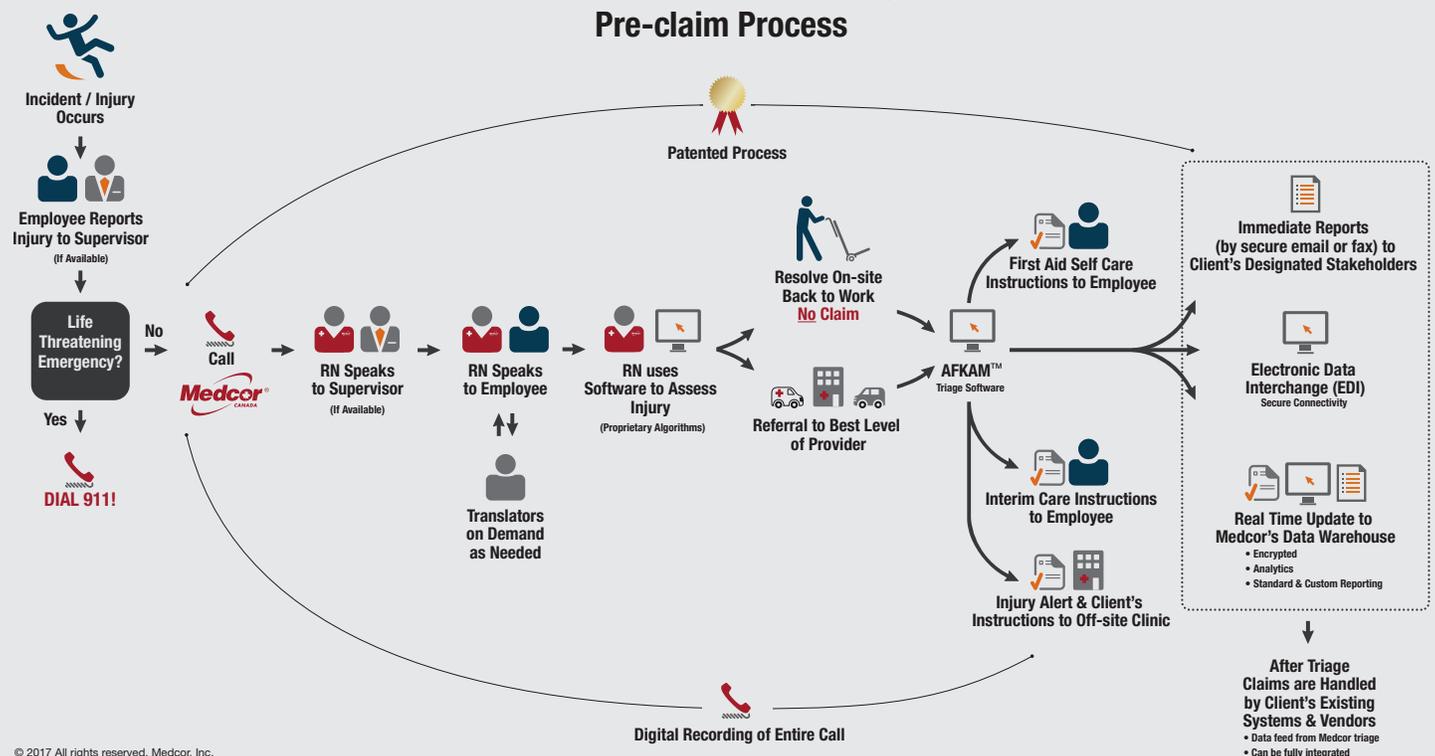
Industry Leader

In 1997, we pioneered this service, and we continue to set the standard for triage performance. Our triage remains unsurpassed in service and results. Our protocols, software and operating methods make us the industry leader.

Industries Served

- Construction
- Distribution
- Entertainment
- Grocery
- Healthcare
- Hospitality
- Manufacturing
- Mobile Workforces
- Municipalities
- Restaurants
- Retail Chains
- Schools
- Service Organizations
- Temp Staffing
- Transportation

Medcor Canada Injury Triage Pre-claim Process





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

For more information please contact us.

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Alberta Construction
Safety Association



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