

TeleCompCare Workflow



WORKPLACE INJURY

In the case of a life-threatening emergency, call 911.



Employee reports injury to supervisor. District accident report is completed and sent to HR.



If no treatment is requested and claim simply needs to be reported:

Human Resources

- Report claim online via customer portal; or
- Call TCC phone # and select prompt 2 - employer needs policy # to use this option



Supervisor instructs employee to speak to telehealth nurse for care in a secure room with a webcam. Supervisor provides employee:

- TCC Phone: 866-323-4227
- TCC Account #21112

Employee calls triage and selects prompt 1. If applicable, supervisor will direct employee to drug testing facility.



TeleCompCare Nurse Triage

866-323-4227

Eastpointe Community Schools
TCC Account #21112

If an employee refuses telehealth, they may be referred to Concentra. The employee must notify HR if they choose to go through Concentra.



SELF-CARE



Triage nurse will provide self-care instructions to employee.



Employee returns to normal working duties



Triage nurse will follow up with employee after 24 hours to confirm symptoms improved



FACE-TO-FACE PHYSICIAN VISIT



Employee is transferred to an agent who assists in locating a provider.



Employee is referred to the preferred occupational provider - notes from nurse triage sent to clinic.

In provider panel states, employee will be instructed to follow up with their supervisor.



Employee is transferred to an agent to obtain additional information for claim creation.



Triage nurse report is emailed to employer contact and AF Group



AF Group enters First Notice of Injury into claim system



TELEMEDICINE



Employee is transferred to an agent who can assist with telemedicine app download



Triage nurse notes are uploaded for physician to review while employee signs into telemedicine account.



Employee completes telemedicine visit:

- Will receive a summary and return-to-work note via email
- If imaging tests, PT, or DME is needed, an agent will contact the employee within one hour to coordinate.



**EASTPOINTE
COMMUNITY SCHOOLS**