

SilverTriage Frequently Asked Questions

What if the employee has sustained a serious injury?

This service is designed to assist with injuries that are not life, limb or eyesight threatening. If the employee has a serious injury that requires Emergency Medical Services, please call 911 or your local EMS number.

What do the nurses do?

The registered nurses provide injured employees a recommended course of action for appropriate care and ensure the earliest intervention possible for return-to-work initiatives. This professional nurse triage service provides answers asked by injured employees, guiding them on appropriate levels of care for their medical issues.

What type of nurses will be answering the phone?

The service is staffed by experienced, registered nurses. The nurses have additional training to answer calls specifically related to injuries incurred in the workplace.

Will they have enough nurses to answer all our calls?

Yes, of course! The call center strives for an average speed of answer of 30 seconds or less. There may be occasions in which all nurses are busy and there will be a short wait. Hold times are very rare.

During what hours is this service available?

The service is an around-the-clock service allowing injured employees to talk to a nurse any hour of any day, year round.

What languages are available through the service?

Spanish is available 24 hours a day. If the Spanish-speaking nurse is on another call, the language line will be used. In addition, the language line is available for any other language, at any time.

How long will the call take?

Each call is unique to the situation. The average call time is approximately 10 minutes. However, if the nurse needs to provide healthcare education to the employee, it may take longer. While our nurses are trained in the management of the call process, their priority is to provide all information necessary to the employee to fully understand the recommended course of action, or the instructions on self-care or self-medication.

Who should talk to the nurse?

If at all possible, the nurse will need to speak directly with the employee who has sustained an injury. As part of the medical triage process, the nurse will be asking personal, medically directed questions including: past medical history, any current medical problems and medications, allergies and the patient's perception of their own symptoms. For this reason, please allow the employee privacy during the call. If the

supervisor/manager wishes to speak to the nurse after the call to determine final resolution, ask the employee and/or nurse to have them notified when the call has been completed before the employee hangs up.

What if the employee calls a day or two after their injury occurred?

The nurses will document the date of the injury and the date of the call. In addition, they will document why the employee waited to report the injury, if that information is needed.

Can the employee call the nurse back if they have additional questions or symptoms?

Yes. This is encouraged. Many times, a patient will have a question after they followed the nurse's recommendation and scheduled a doctor visit at an approved medical center. We are available to assist the patient with ongoing healthcare decisions related to their injury.

In some instances, the nurse will need to re-contact the employee. During the triage process, the nurse will ask permission from the employee to call back, as necessary, and gather appropriate contact information. For all urgent and emergent, as well as self-care calls where a change in condition is expected, the nurse will attempt to complete a call back.

As a supervisor/manager, will I receive a report that tells me what was recommended to my employee?

Yes, we currently send the Point of Injury report to each location's generic e-mail address.

Due to HIPAA compliance, you as the Supervisor/Manager will not be told personal medical information about the employee. The nurse will address the recommended treatment with you.

Do you have a quality assurance process?

Yes. The service has a quality assurance program. The program assesses the satisfaction of our patient callers and reports results to your employer on a regular basis. Likewise, our nurses receive a monthly quality report on their individual performances, and any unsatisfactory service levels are addressed with a documented plan for improvement, including additional monitoring and support from the manager.

Do the nurses know which states they can and cannot direct care in?

Yes. As part of the setup, we have determined which states are panel card states, direction of care states, "soft channeling" states and which states we cannot offer provider information unless asked specifically.