

FREQUENTLY ASKED QUESTIONS FOR INJURED EMPLOYEES



MEMIC is your employer's choice for workers' compensation coverage to pay for the cost of medical treatment and lost wages as a result of a work-related injury. The 24/7 Injury Triage is a service provided through MEMIC's trusted partner CorVel to help you get the best and fastest care for your injury.

IF I AM INJURED AT WORK, HOW DO I ACCESS 24/7 INJURY TRIAGE?

Call 855-778-6111. You will be connected with a registered nurse who will ask a series of questions to evaluate your injury and determine your immediate medical needs.

WHAT QUESTIONS WILL THE TRIAGE NURSE ASK?

The nurse will start by asking for details about your injury, such as when and how it occurred. The nurse will then ask a series of questions to help determine the next steps for treating your injury. You will also be asked to provide necessary demographic information, such as your name and contact details.

WHAT HAPPENS AFTER I SPEAK WITH THE TRIAGE NURSE?

The nurse may recommend that you treat the injury yourself (self-care) or that you obtain further medical care, which may include scheduling an appointment with a physician either via telehealth or an in-person visit. A member of the triage team will assist you with coordinating and scheduling your physician visit.

WHAT HAPPENS IF I AM ADVISED TO TREAT MY INJURY WITH SELF-CARE?

If your injury is treatable without having to seek further medical care, the triage nurse will provide you with instructions for treating with self-care. The nurse will follow up with you in approximately 24 hours. You will also be provided with a call back number should your symptoms worsen or you develop new symptoms.

WHAT HAPPENS IF I AM ADVISED TO OBTAIN FURTHER MEDICAL CARE?

If your injury is not treatable with self-care, the triage nurse will advise you to seek medical care from a provider. A member of the triage team will help you schedule an appointment with a physician either via telehealth or an in-person visit.

HOW IS TELEHEALTH OFFERED?

Telehealth is a virtual visit with a physician via a smartphone or computer with a web cam. All telehealth physicians are licensed and board certified. The triage team will help to set up the telehealth visit and will remain on the call with you until you have successfully connected and are ready to meet with the physician. If you decide you do not want telehealth or you have trouble connecting, you will be immediately referred to a medical provider for an in-person visit.

