



WELCOME TO FIRST CALL 24/7 INJURY TRIAGE

Nurse Access Line: **855-778-6111**

Immediately after a work-related injury occurs, managers or supervisors should help injured employees access First Call 24/7 Injury Triage and Telehealth at **855-778-6111**. The injured employee will speak with a registered nurse who will evaluate the injury and determine next steps for medical needs. By addressing the injury when it first occurs, your employees receive quick and timely care that can decrease lost time from work and costly emergency room visits. **There is no additional charge for using First Call 24/7 Injury Triage.** Additional costs will only be incurred if the injured employee asks for or is directed to seek treatment with a medical provider through our telehealth offering or at a preferred provider location.

Injury Reporting

A report of injury must be submitted to MEMIC to begin the claim process. We recommend submitting claims online via our First Report of Injury (FROI) Portal at MEMIC.com/FROIportal or by phone at 800-636-4292.

Advantages of Telehealth

During the Injury Triage call, the injured employee may be advised to seek additional medical care. For many workplace injuries, immediate treatment can be provided via a virtual visit with a doctor, eliminating the need to schedule and attend an in-person appointment. That means no driving to a doctor's office, missed appointments, or delays in waiting rooms. With the advent of new technologies, patients and physicians have welcomed the convenience of a virtual visit as well as the added expediency of non-narcotic prescriptions and physical therapy scheduling.

Connecting injured employees with appropriate, quality care can help **prevent a minor injury from becoming complicated** and focuses attention on the wellness of your employees.

Resource Kit

As a MEMIC policyholder, you may use First Call 24/7 Injury Triage for any non-emergency work-related injury, at any time. Ensuring all employees are aware of First Call 24/7 Injury Triage and how to access it is key to successfully incorporate it into your injury and claim management process. This Resource Kit contains informational materials to share with your supervisors, managers, and injured employees.



MEMIC is proud to partner with CorVel to offer First Call 24/7 Injury Triage.

This proactive service promptly connects your injured employees to a registered nurse, ensuring they are quickly evaluated and cared for in the event of a work-related injury.



If you have any questions about First Call 24/7 Injury Triage or Telehealth, email us at 247injurytriageinfo@memic.com.