



TeleCompCare®
Nurse Triage and Telemedicine Program

Employee Packet

CompWest

Contents

- 3 **TeleCompCare Overview:** This flyer gives a quick snapshot of the TeleCompCare (TCC) program, including how it works and its benefits.
- 5 **Employee FAQ:** We have compiled a list of frequently asked questions that delve a bit deeper into the program to help employees better understand how to utilize TCC, what happens during a visit, and how information is shared with the employer and insurance carrier to ensure proper handling of the claim.
- 6 **TeleCompCare Workflow:** This simple chart outlines the steps involved in a TCC visit.
- 7 **Return to Work Note Process:** After a telemedicine visit, it's important that the injured worker obtains a return to work note for their employer. This document shows the three short steps to access the RTW note and treatment summary.

Additional Resources: Visit CompWestInsurance.com and click on TeleCompCare under the services menu for more information and resources, including a short video about the program.



With CompWest's TeleCompCare[®], Medical Help Is Just a Call Away

As an expert in workers' compensation, CompWest is committed to providing our customers the resources necessary to help keep their employees safe and assist them when injuries occur at work.

Our newest service, **TeleCompCare[®]**, provides injured workers quick 24/7 access to triage nurses who are trained to offer assessments, refer you to medical care when appropriate and give you a convenient option to connect with an occupational physician via live video conference over your computer, tablet or smart phone.

24/7/365

Availability of TeleCompCare's nurse triage hotline, ensuring injured workers can receive access to medical care whenever and wherever an incident occurs.

CompWestInsurance.com


CompWest

CompWest Insurance Company is a member of AF Group. Insurance policies may be issued by any of the following companies within AF Group: Accident Fund Insurance Company of America, Accident Fund National Insurance Company, Accident Fund General Insurance Company, United Wisconsin Insurance Company, Third Coast Insurance Company or CompWest Insurance Company.



1

minute or less is the average wait time to speak to a triage nurse



15

years of experience in primary and urgent care held by TeleCompCare® doctors

How TeleCompCare® Works

If a workplace injury occurs, and you request medical treatment, your supervisor will direct you to call CompWest's TeleCompCare® contact line. A triage nurse will answer, provide an initial assessment of the injury and evaluate the type of medical care that is appropriate.

If further medical care is deemed necessary, you can be referred to one of TeleCompCare's certified virtual occupational physicians, who can conduct a virtual appointment online via computer, tablet or smart phone. Telemedicine doctors are dedicated occupational physicians who average 15 years in primary and urgent care experience and are board certified, licensed and credentialed.

If you choose not to pursue the telemedicine option, you will be referred to a physician within the Medical Provider Network (MPN).

The Benefits of TeleCompCare®

- Immediate treatment can occur via a virtual doctor's visit for many workplace injuries, eliminating the need for scheduling and attending an in-person appointment and waiting room delays.
- Virtual doctor visits allow for the ordering of any needed prescriptions or the scheduling of physical therapy to be done promptly and efficiently.
- By connecting you to appropriate immediate quality care, TeleCompCare® can help prevent a minor injury from becoming more complicated and help you keep focused on returning to wellness.

Learn More About TeleCompCare®

Feel free to speak to your supervisor to learn more about the benefits of TeleCompCare®. For more information about CompWest, visit CompWestInsurance.com.





Employee Frequently Asked Questions

What do I do when I have a workplace injury?

The first step is to report the injury to your supervisor. If you are requesting medical treatment for your injury, or are unsure if you need medical attention, call TeleCompCare to speak with a nurse.

What if I do not wish to seek medical treatment for a workplace incident?

You should still report the incident to your supervisor. If you are simply reporting a minor incident and do not wish to see a medical professional, alert your supervisor of same. There is no need to call TeleCompCare to speak with a nurse.

What are the hours of operation for nurse triage and telemedicine?

Triage nurses and telemedicine physicians are available 24 hours a day, 7 days a week, 365 days a year.

What information does the nurse need from me to assess my injury?

When calling a triage nurse, you will need to reference your employer's unique TeleCompCare account number so that your employer can be identified. From there, the triage nurse will ask you simple demographic information such as your name, address, social security number and date of birth. This information is needed so that a worker's compensation claim can be created on your behalf. The nurse will then ask you series of questions to determine the severity of your injury and pain levels.

How does the triage nurse decide recommended treatment options after speaking with me?

The triage nurse follows strict evidence-based guidelines and specific algorithms with the aid of a sophisticated computer program to determine the proper course of treatment recommendation. The nurse will recommend one of three options based on your injury and symptoms to include either self-care, a virtual telemedicine visit or referral to a clinic.

What happens if I am recommended for a virtual telemedicine visit with a physician?

To be seen by a virtual physician, you need an email address and electronic device with a camera such as a smartphone, tablet or computer. Once you have finished speaking with the nurse you will be transferred to a concierge agent who will walk you through the process to download the AmWell app. You will create your own specific username and password to protect your privacy. Within minutes, the virtual physician will come on-line and perform a virtual exam.

How is return to work addressed during a virtual telemedicine visit with a physician?

After the telemedicine visit is complete, you will receive an email with instructions to log into the AmWell application where you can retrieve your return to work slip and provide it to your supervisor/HR rep.

What information about me is shared with my employer?

Your employer will receive a summary report from the triage nurse which includes basic demographic information such as your name, phone number and date of birth. The report provide a brief summary of your reported injury and the triage nurse's treatment recommendations. The triage nurse does not share any personal medical history information with your employer.

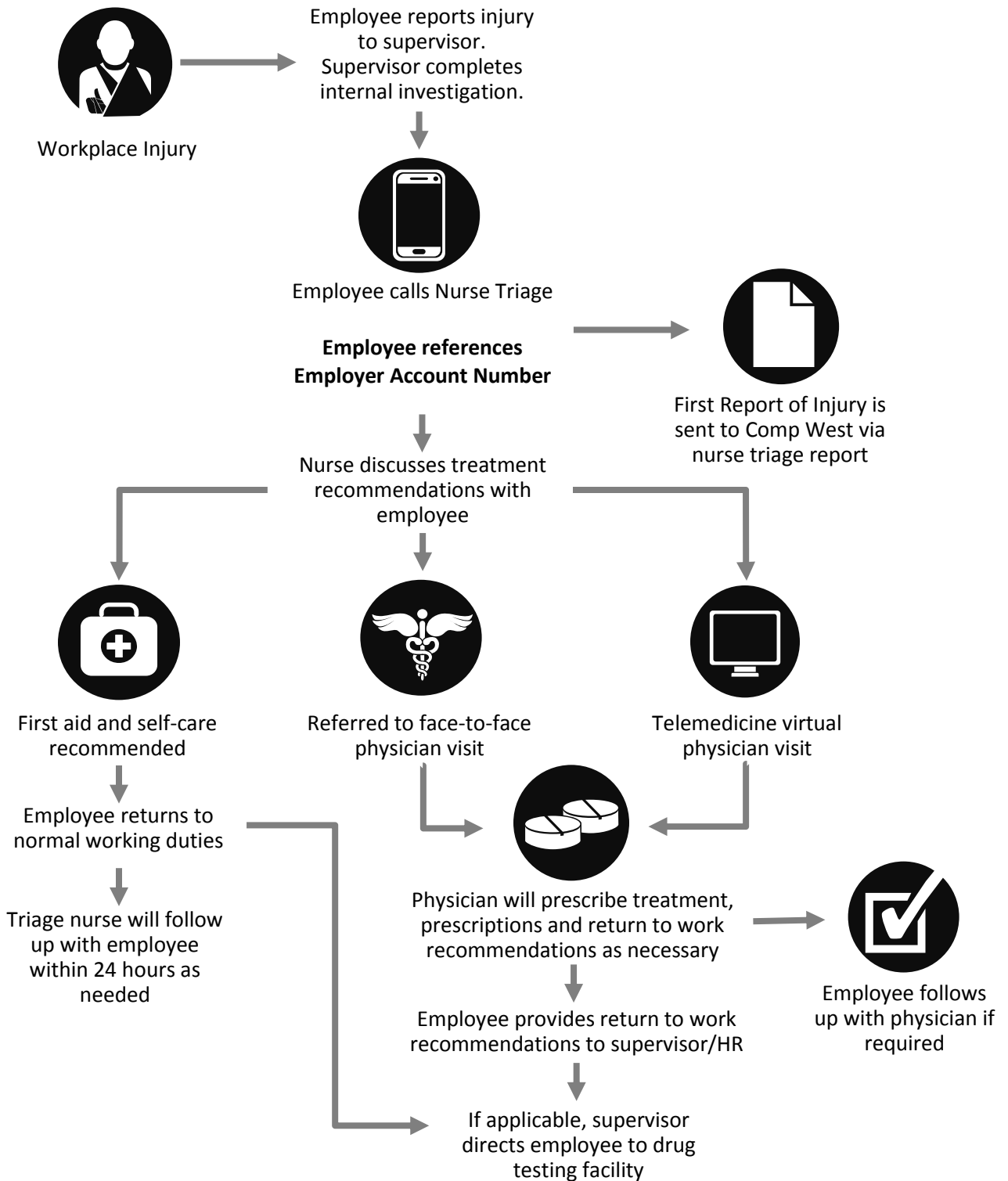
How does CompWest receive notice of my injury?

Once you have finished speaking with a triage nurse, the nurse report is sent to CompWest's claim intake team and a workers' compensation claim is created for you. You can then expect follow up from a member of our claim team, if necessary, to obtain additional information.

CompWestInsurance.com
1-888-266-7937

CompWest

TeleCompCare® Workflow



CompWestInsurance.com

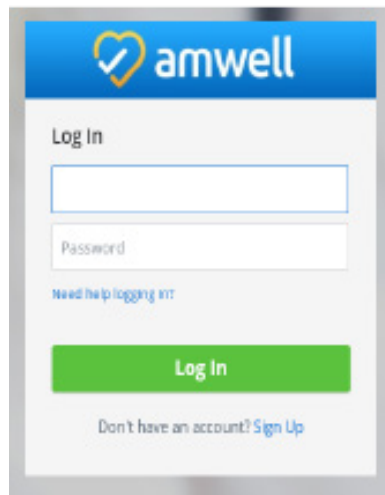
CompWest

Telecompcare[®] Return to Work Note

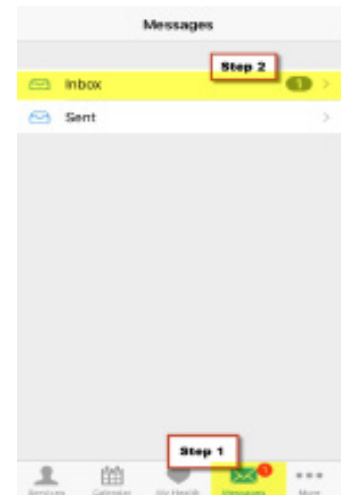
Instructions for accessing your return to work note after a telemedicine physician appointment.



- Email is sent from AmWell after appointment with physician
- Click the link within the email to login



- Injured worker uses the login and password created during the initial visit



- Click on Messages envelope
- Click on Inbox
- The return to work note and treatment summary will be in the inbox

