

WorkCare's Incident Intervention Program: Quick Guide for Team Members

Your employer has retained WorkCare to provide Incident Intervention. This program features 24-hour telephonic access to occupational health nurses, physicians and injury prevention specialists who provide clinical guidance at the onset of a work-related injury, physical discomfort or illness. While our goal is **prevention**, Incident Intervention is designed to help ensure that employees at your company receive the *right care, at the right time, in the right setting* should an incident occur.

Q: *What is WorkCare?*

A: WorkCare, Inc., is a U.S.-based occupational health, wellness and absence management company.

Q: *What should I do in the event of a medical emergency?*

A: Call 911 or other emergency number applicable in your workplace. Once your condition has stabilized, your supervisor will inform WorkCare about your health status.

Q: *What should I do if I experience a non-emergency injury or illness?*

A: Notify your supervisor. Together, you will call Incident Intervention: 888-449-7787 (657-650-0596 for hearing/speech-impaired callers). In some instances, you may initiate the call on your own.

Q: *Who will answer the call?*

A: Your call will be transferred to an occupational health nurse. A physician may be consulted during the call.

Q: *Will my employer have a representative present during the call?*

A: Your supervisor may be present to discuss information needed to assist with making an appropriate job placement decision; your supervisor will not be present when you discuss personal health information with the clinician. WorkCare and your employer comply with the Health Insurance Portability and Accountability Act to protect your personal health information.

Q: *What kind of assistance am I likely to receive from WorkCare?*

A: The nurse and/or physician will provide care guidance after evaluating your symptoms. This may include recommendations for self-care/first aid while you remain at work. If you have physical discomfort from a sprain or muscle strain, you may be offered a telehealth consultation with a WorkCare industrial injury prevention specialist. A WorkCare nurse will follow up with you to check on your recovery. In some cases, referral to a clinic for further evaluation and possible treatment may be advised by a WorkCare clinician, or you may ask to be referred to a qualified local provider. You will be able to make an informed choice.

Q: *What will happen if I go to a local clinic or doctor's office?*

A: You will be advised to follow the treating provider's recommendations and WorkCare will follow up with you. You may see the treating provider with your supervisor present or ask for privacy.

Q: *Should I call WorkCare even if I have been experiencing my symptoms for a while?*

A: Yes. However, Incident Intervention is most effective when the initial call occurs immediately following an injury or noticing symptoms.

Q: *What should I do if my symptoms get worse or I have a question about WorkCare's recommendations after my initial phone contact?*

A: Immediately notify your supervisor. Call WorkCare any time, 24 hours a day, seven days a week.