

What to Expect: Employees Using WorkCare's Incident Intervention Program

WorkCare is a U.S.-based occupational health, wellness and absence management company retained by your employer to provide 24/7 telehealth triage in the event of a **non-emergency** work-related injury, illness or physical discomfort. **In an emergency**, please call 911 or follow your company's emergency response protocol. WorkCare's mission is *Protecting and Promoting Employee Health...from hire to retire*. Our medical team acts on your behalf to help facilitate the right care, at the right time, in the right setting – not less care. When you call Incident Intervention, a qualified clinician will provide care guidance based on your condition.

Here is what you can expect when you contact Incident Intervention:

1. At the onset of an injury, illness or physical discomfort you believe is related to your job, you will notify your employer (usually a supervisor or manager). Reporting within an hour of onset is proven to improve health outcomes. Delayed care is not optimal care.
2. Your supervisor will initiate the call to WorkCare with you. In some cases, you may call yourself.
3. A WorkCare intake coordinator will ask you to identify yourself and the name of your company, then transfer you to a nurse.
4. The nurse will ask about your symptoms and how you were injured, became ill or developed discomfort. The nurse will offer care guidance so you can make an informed decision about your own care. A WorkCare occupational physician may be consulted during the call.
5. Depending on your condition and where you are located, your options may include onsite self-care using first-aid measures, referral for a virtual consultation with a WorkCare industrial injury prevention specialist with training in sports medicine, ergonomics, first aid and wellness, or referral to a local medical provider for further evaluation and possible treatment, as clinically appropriate. A WorkCare physician will speak to the treating provider about your care plan. You may also have the option of being referred to WorkCare TeleM.D. for a virtual doctor visit.
6. If you choose self-care, WorkCare will provide detailed instructions and schedule a follow-up call to see how you are doing. You will be directed to call Incident Intervention if symptoms get worse, new symptoms develop or you have questions about your care plan. If you will visit an off-site clinic or doctor's office, we will set up your appointment and provide required documentation.

Your Medical Privacy

Interactions with WorkCare are recorded and documented. If you are with a supervisor or co-worker during your call, the WorkCare clinician will ask you to find privacy when discussing personal health issues. Your personal health information is protected and cannot be shared with your employer without your written permission. However, the law allows your employer to obtain information about your work-related condition and care plan with or without your consent.