



## **Nurse Triage Frequently Asked Questions (FAQ)**

### **Purpose**

The purpose of the Securis nurse triage program is to provide the injured employee with the appropriate level of care as soon as possible, and to decrease the total incurred cost of claims.

### **How does the nurse triage program work?**

Rather than submitting paper claim forms, members will report all claims by calling 888.603.0144. Ideally, both the injured employee and the supervisor will participate in the call.

Two call options will be available when calling the 888 number: pressing 2 for nurse triage when medical treatment has not yet occurred, and pressing 3 to report a workers' compensation claim when treatment has already occurred.

As calls are received for triage services, the in-house triage nurse will assess the injured employee over the phone. The nurse will then either: (1) provide at-home care advice to the injured employee; or (2) refer him/her to a nearby district-preferred occupational medical facility.

When at-home care advice is provided, the district will subsequently receive a copy of the triage encounter report, which includes the nurse's recommendations to the injured employee.

If the injured employee is referred to a preferred occupational medical facility, the call will become a claim; a Form 101 (Employer's Report of Industrial Injury) will be filled out by Securis staff; and the claim adjudication process will proceed as normal, with the Securis claims adjuster contacting both the district and the injured employee. The district will also receive a copy of the call encounter report and Form 101.

By participating in the nurse triage program, the member authorizes Securis staff to complete Form 101 on the member's behalf. A flowchart is available on the Securis website to outline the triage process for different potential scenarios.





### **What if we have staff working before or after Securis nurse triage hours or on weekends?**

The nurse triage phone number is available before and after standard operating hours and on weekends. Injured employees can call the 888 phone number and go through the standard triage process with a nurse. District staff will receive the encounter report and/or Form 101 the next business day.

### **What if an injured employee who was given at-home care instructions ends up seeking medical treatment sometime later?**

The injured employee and/or the district would report the claim by calling the 888 number and pressing 3 in response to the prompt. Securis staff would also be notified that the injured employee who was given at-home care instructions sought medical treatment after the call took place. This would occur by either: (1) the district contacting Securis; or (2) Securis's receipt of Form 102, completed by the treating medical facility/provider.

### **What if the injured employee goes to the medical facility without calling the triage nurse?**

Securis realizes that some injuries may be too severe for the injured employee to take the time to call the triage nurse. A list of injuries that Securis staff considers severe or urgent enough to warrant seeking immediate medical treatment without first calling the triage nurse is available on the Securis website.

In these cases, injured employees will go directly to the medical facility to receive care. District staff, however, will need to report the claim as soon as possible by calling the nurse triage line at 888.603.0144, and pressing 3 in response to the prompt.

### **How does this program affect the district's duties regarding claim reporting procedures?**

The district's duties are not affected by the change in how claims are reported. The district must still promptly report claims to Securis by calling the 888 claims telephone number, and cooperate with the Securis claims adjuster in the adjudication process.

### **What resources are available to educate staff on the nurse triage process?**

Securis staff has provided the resources listed below, which can be found on the Securis website under the "Nurse Triage & Claim Reporting" page. Items include:





- Nurse triage info poster: The poster contains basic information on how to use the nurse triage program in the event of an injury. Securis staff recommends hanging posters at each district site to ensure that employees are familiar with the program.
- Nurse triage process flowchart: The flowchart can be used to explain the different scenarios that may occur within the triage process.
- Emergency severity index: This document lists injuries that staff believes are severe enough to warrant seeking immediate medical treatment without first calling the triage nurse.

