

What Would Telemedicine Treat?



The triage nurse would make initial treatment recommendations for telemedicine on the Nurse Triage call. It is estimated that 30% of initial treatment can be done through telemedicine and 60% of follow-up treatment can be completed with telemedicine.

Not all injuries would qualify for telemedicine. The following list is what we would recommend for the initial treatment:

- Minor functional movement injuries
- Bruises and Contusions
- Scrapes
- Sprains and strains
- Rashes and limited burns
- Repetitive use injuries
- Blood borne pathogen exposure

How does it Work?

The employee is injured at work, notifies their supervisor, and together they will call call **832-393-SAFE** (832-393-7233) and choose Option **1**. You will be prompted to choose either **1** or **2** to report a claim based on the appropriate scenerio.

Phone Prompts Directions

- If you are calling to report a Worker's Compensation incident/injury or illness and do not need medical treatment or to report a claim where medical treatment has already been provided then **Press 1**.
 - If you are calling to report a Worker's Compensation incident/injury or illness that may require medical treatment or would like to speak with Nurse Triage/Telemedicine then **Press 2**.
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- Prior to the actual medical evaluation, the supervisor will be asked to disconnect from the call.
 - Through TRISTAR's medical algorithms, the nurse triage will determine if treatment can be properly managed through telemedicine.
 - The triage nurse will ask the employee if they want a telemedicine call. If the employee agrees, the nurse transfers the call to Concentra telemedicine. If not, the employee will be provided options for nearby facilities or providers.
 - A care coordinator from Concentra can assist the employee in downloading the app, as well as registering for treatment.
 - The care coordinator will transfer the patient to the clinician.

For serious injuries that threaten either life or limb, **call 911 or go to the nearest medical facility.**

What Does the Employee Need to Do?

- The employee needs a quiet, private location for the visit.
- Ensure the employee has a computer, smartphone or mobile device with a webcam and microphone, since telemedicine requires a video to work.
- The employee needs a valid photo ID or driver's license.
- An internet connection and active email address.



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Why Should We Consider Telemedicine?

The average person spends 121 minutes for a physician's office visit, according to a 2015 Harvard Medical study.



Average time spent for a physician's visit:



Travel time:
37 Mins



Wait time:
64 Mins



Face time with provider:
20 Mins

For injured workers with less severe injuries who are working but need follow-up care, a 120-minute physician's visit is a lot of time away from work.

A telemedicine visit for follow-up care could easily take 30 minutes away from work, and the employee can immediately return to work.

Telemedicine will be offered to the City of Houston employees through TRISTAR's Nurse Triage line. It will be available 24/7/365, so it can help minimize ER visits.



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